



PAPAIOEA
PALMERSTON
NORTH
CITY

PALMERSTON NORTH CITY COUNCIL

AGENDA

COUNCIL

9AM, WEDNESDAY 5 APRIL 2023

COUNCIL CHAMBER, FIRST FLOOR
CIVIC ADMINISTRATION BUILDING
32 THE SQUARE, PALMERSTON NORTH

MEMBERS

Grant Smith (Mayor)	
Debi Marshall-Lobb (Deputy Mayor)	
Mark Arnott	Leonie Hapeta
Brent Barrett	Lorna Johnson
Rachel Bowen	Billy Meehan
Vaughan Dennison	Orphée Mickalad
Lew Findlay (QSM)	Karen Naylor
Roly Fitzgerald	William Wood
Patrick Handcock (ONZM)	Kaydee Zabelin

AGENDA ITEMS, IF NOT ATTACHED, CAN BE VIEWED AT

pncc.govt.nz | Civic Administration Building, 32 The Square
City Library | Ashhurst Community Library | Linton Library

Waid Crockett

Chief Executive | PALMERSTON NORTH CITY COUNCIL

COUNCIL MEETING

5 April 2023

ORDER OF BUSINESS

1. Apologies

2. Notification of Additional Items

Pursuant to Sections 46A(7) and 46A(7A) of the Local Government Official Information and Meetings Act 1987, to receive the Chairperson's explanation that specified item(s), which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded, will be discussed.

Any additions in accordance with Section 46A(7) must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

Any additions in accordance with Section 46A(7A) may be received or referred to a subsequent meeting for further discussion. No resolution, decision or recommendation can be made in respect of a minor item.

3. Declarations of Interest (if any)

Members are reminded of their duty to give a general notice of any interest of items to be considered on this agenda and the need to declare these interests.

4. Public Comment

To receive comments from members of the public on matters specified on this Agenda or, if time permits, on other Council matters.

(NOTE: If Council wishes to consider or discuss any issue raised that is not specified on the Agenda, other than to receive the comment made or refer it to the Chief Executive, then a resolution will need to be made in accordance with clause 2 above.)

5. **Petition: Over-utilisation of land – Kāinga Ora Housing Development at 16-24 South Street, Palmerston North** Page 7
6. **Confirmation of Minutes** Page 9
"That the minutes of the ordinary meeting of 15 March 2023 Part I Public be confirmed as a true and correct record."

REPORTS

7. **Draft Interim Speed Management Plan - Approval for Public Consultation**
Report, presented by Peter Ridge, Senior Policy Analyst.
[Report for decision, available from 1 March 2023 Council Agenda \(Item 10, page 193\)](#)
8. **Consideration of Options to Progress the Civic and Cultural Precinct Master Plan**
Report, presented by Jono Ferguson-Pye, City Planning Manager and David Murphy, Chief Planning Officer.
[Report for decision, available from 1 March 2023 Council Agenda \(Item 9, page 39\)](#)
9. **Adopting the draft Vision, Goals and Principles to Inform the Development of the 2024-34 Long Term Plan** Page 19
Memorandum, presented by Andrew Boyle, Head of Community Planning and Toni Grace, Principal Advisor - Long Term Plan.
10. **Business Assurance Report - Long Term Plan Review of Programme Planning, Budgeting, Prioritisation & Benefits** Page 65
Memorandum, presented by Masooma Akhter, Business Assurance Manager, Andrew Boyle, Head of Community Planning and Andrew Wade, Director - KPMG.

11. **Sponsorship request - New Zealand Food Awards** Page 96
Report, presented by Jessica Ballinger, Marketing Manager.

12. **Draft Water Supply Bylaw 2023 - approval for consultation** Page 103
Report, presented by Lili Kato, Policy Analyst and Peter Ridge, Senior Policy Analyst.

13. **Further information on Council land options for an artificial turf (Long Term Plan Programme 1133 - Sportsfields – Artificial Football Pitch)** Page 155
Memorandum, presented by Ann-Marie Mori, Policy Analyst and Aaron Phillips, Activities Manager - Parks.

14. **Freedom Drive Road Reserve** Page 163
Memorandum, presented by Bryce Hosking, Acting Chief Infrastructure Officer.

15. **Council Work Schedule** Page 167

RECOMMENDATIONS FROM COMMITTEE MEETINGS

16. **Presentation of the Part I Public Strategy & Finance Committee's Recommendations from its 22 March 2023 Meeting** Page 171

17. **Exclusion of Public**

To be moved:

"That the public be excluded from the following parts of the proceedings of this meeting listed in the table below.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered		Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution
18.	Minutes of the ordinary meeting - Part II Confidential - 15 March 2023	For the reasons setout in the ordinary minutes of 15 March 2023, held in public present.	

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public as stated in the above table.

Also that the persons listed below be permitted to remain after the public has been excluded for the reasons stated.

[Add Third Parties], because of their knowledge and ability to assist the meeting in speaking to their report/s [or other matters as specified] and answering questions, noting that such person/s will be present at the meeting only for the items that relate to their respective report/s [or matters as specified].

PRESENTATION

TO: Council

MEETING DATE: 5 April 2023

TITLE: Petition: Over-utilisation of land – Kāinga Ora Housing Development at 16-24 South Street, Palmerston North

RECOMMENDATION TO COUNCIL

1. That Council receive the petition 'Over-utilisation of land – Kāinga Ora Housing Development at 16-24 South Street, Palmerston North' for information.

SUMMARY

Presentation of a petition 'Over-utilisation of land – Kāinga Ora Housing Development at 16-24 South Street, Palmerston North'.

The petition is as follows:

Kāinga Ora is building 10 double storey houses, **2 joined per section** at 16-24 South Street, Palmerston North. **No garage space** would be provided for the tenants of the houses. These houses will overlook neighbours' properties offering **no privacy**. Kāinga Ora will cram families into these small houses. These 10 houses will bring additional utilities, without upgrade to **plumbing/sewage**. **Noise and traffic** will increase, and **PNINS/central city workers'** parking is horrendous as is. This is not consistent with South Street which is predominantly made of single dwelling homes.

We ask for this to be reconsidered to allow 4 houses to be built.

The petition has been signed by 38 people.

ATTACHMENTS

NIL

PALMERSTON NORTH CITY COUNCIL

Minutes of the Council Meeting Part I Public, held in the Council Chamber, First Floor, Civic Administration Building, 32 The Square, Palmerston North on 15 March 2023, commencing at 9.00am

Members Present: Grant Smith (The Mayor) (in the Chair) and Councillors Debi Marshall-Lobb, Mark Arnott, Brent Barrett, Rachel Bowen, Vaughan Dennison, Lew Findlay, Roly Fitzgerald, Patrick Handcock, Leonie Hapeta, Lorna Johnson, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood and Kaydee Zabelin.

Karakia Timatanga

Councillor Roly Fitzgerald opened the meeting with karakia.

Declaration of Interests

Councillor Kaydee Zabelin declared an interest in Item 19 'Trustee Appointment to The Regent Theatre Trust Board' (confidential) and took no further part in discussion or debate.

Councillor Leonie Hapeta declared a conflict of interest in Item 7 'Fees and Charges Review' (clauses 31.2 and 31.5 only) and took no further part in discussion or debate.

29-23

Confirmation of Minutes

It was requested that the minutes of the ordinary meeting of 1 March 2023 be amended to record in the 'Declaration of Interests' section the nature of Councillor Brent Barrett's conflict of interest, being his participation in the Private Plan Change Matangi Residential Area as a member of the Hearing Panel.

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

1. That the minutes of the ordinary meeting of 1 March 2023 Part I Public be confirmed as a true and correct record, as amended.

Clause 29-23 above was carried.

REPORTS

30-23

Annual Budget (Plan) 2023/24 - Adopting Supporting Information and the Consultation Document

Memorandum, presented by Cameron McKay, Chief Financial Officer, and Steve Paterson, Strategy Manager - Finance.

In discussion Elected Members requested that the table on page 9 of the draft Consultation Document for the 2023/24 Draft Annual Budget (Plan) be removed because it did not reflect the broader process and all the decisions made on the matter.

Moved Brent Barrett, seconded Leonie Hapeta.

RESOLVED

1. That the Table referring to 'Decisions made to proposed Annual Budget prior to consultation' be removed from the Consultation Document for the 2023/24 Draft Annual Budget.

Clause 30.1-23 above was carried.

Moved Grant Smith, seconded Debi Marshall-Lobb.

2. That the Council adopt the Supporting Information (Attachment 2) as the material relied upon to prepare the Consultation Document for the 2023/24 Draft Annual Budget (Plan).
3. That the Council adopt the Consultation Document (Attachment 3) for the 2023/24 Draft Annual Budget (Plan), as amended.
4. That the Mayor and Chief Executive be delegated authority to make minor amendments to the Consultation Document prior to publication.

Clauses 30.2 to 30.4-23 above were carried.

The meeting adjourned at 10.02am.

The meeting resumed at 10.24am.

31-23

Fees and Charges Review

Report, presented by Steve Paterson, Strategy Manager - Finance.

With regard to recommendations below, Elected Members agreed increases at lower rates than had been recommended by officers. Motion 9(a)(i) was put to acknowledge the cost of living pressures on the community. Similarly, motion 9(b) was put in order to moderate the charges' increase impact on the community.

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

1. That Council receive the report titled 'Fees and Charges Review',

presented on 15 March 2023, and that the current status of fees and charges be noted.

Clause 31.1-23 above was carried.

Moved Grant Smith, seconded Debi Marshall-Lobb.

Trade Waste

2. That the proposal to adopt updated fees and charges for Trade Waste services effective from 1 July 2023 as attached in Appendix 2, be approved for public consultation and the Chief Executive be authorised to undertake the necessary consultative process under sections 82 and 150 of the Local Government Act 2002.

Clause 31.2-23 above was carried.

Note:

Councillor Leonie Hapeta declared a conflict of interest, withdrew from the discussion and sat in the gallery.

Moved Grant Smith, seconded Debi Marshall-Lobb.

Planning & Miscellaneous

3. That the Statement of Proposal (and the associated summary) to adopt updated fees and charges for Planning Services and Miscellaneous Services effective from 1 July 2023 as attached in Appendix 3, be approved for public consultation and the Chief Executive be authorised to undertake the necessary consultative process under sections 83 and 150 of the Local Government Act 2002.

Clause 31.3-23 above was carried.

Moved Grant Smith, seconded Debi Marshall-Lobb.

Building

4. That the fees and charges for Building Services, as proposed in Appendix 4 be adopted and following public notification take effect from 1 July 2023.

Clause 31.4-23 above was carried.

Moved Grant Smith, seconded Debi Marshall-Lobb.

Environmental Health

5. That the fees and charges for Environmental Health Services (in terms of regulation 7 of the Health (Registration of Premises) Regulations 1966) as proposed in Appendix 5, be adopted and following public

notification, take effect from 1 July 2023.

Clause 31.5-23 above was carried.

Note:

Councillor Leonie Hapeta declared a conflict of interest, withdrew from the discussion and sat in the gallery.

Moved Grant Smith, seconded Debi Marshall-Lobb.

Animal Control

6. That the fees and charges for the Impounding of Animals (in terms of section 14 of the Impounding Act 1955) and for Dog Registration and Dog Impounding (in terms of sections 37 and 68 of the Dog Control Act 1996) as proposed in Appendix 6 be adopted, and following public notification, take effect from 1 July 2023.

Burial & Cremation

7. That the fees and charges for Burial and Cremation, as proposed in Appendix 7 be adopted and following public notification, take effect from 1 July 2023.

Service Connections

8. That the fees and charges for Service Connections, as proposed in Appendix 8 be adopted and take effect from 1 July 2023.

Clauses 31.6 to 31.8-23 above were carried.

Moved Lorna Johnson, seconded Patrick Handcock.

Resource Recovery

9. That the changes to fees and charges for Resource Recovery, as proposed in Appendix 9, be adopted and take effect from 1 July 2023, incorporating:

a) MAXIMUM RETAIL PRICE FOR KERBSIDE RUBBISH BAGS

- a)(i) That the maximum retail price for PNCC kerbside rubbish bags (large) be \$2.90, noting that this is not in line with our policy but is in response to cost of living pressures on our community.

Clause 31.9(a)(i)-23 above was carried 11 votes to 5, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Debi Marshall-Lobb, Mark Arnott, Rachel Bowen, Vaughan Dennison, Lew Findlay, Roly Fitzgerald, Patrick Handcock, Lorna Johnson, Billy Meehan and Kaydee Zabelin.

Against:

Councillors Brent Barrett, Leonie Hapeta, Orphée Mickalad, Karen Naylor and William Wood.

Moved Lorna Johnson, seconded Patrick Handcock.

9. That the changes to fees and charges for Resource Recovery, as proposed in Appendix 9, be adopted and take effect from 1 July 2023, incorporating:

a) MAXIMUM RETAIL PRICE FOR KERBSIDE RUBBISH BAGS

- a)(ii) Option 2 for small PNCC kerbside rubbish bags.

Clause 31.9(a)(ii)-23 above was carried 12 votes to 4, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Debi Marshall-Lobb, Mark Arnott, Rachel Bowen, Vaughan Dennison, Lew Findlay, Roly Fitzgerald, Patrick Handcock, Lorna Johnson, Billy Meehan, Karen Naylor and Kaydee Zabelin.

Against:

Councillors Brent Barrett, Leonie Hapeta, Orphée Mickalad and William Wood.

Moved Vaughan Dennison, seconded Lorna Johnson.

9. That the changes to fees and charges for Resource Recovery, as proposed in Appendix 9, be adopted and take effect from 1 July 2023, incorporating:

b) ASHHURST TRANSFER STATION RUBBISH DISPOSAL

That Council adopt Option 2 with any increase capped at a maximum increase of \$25 of the current trailer charges.

Clause 31.9(b)-23 above was carried.

Moved Grant Smith, seconded Debi Marshall-Lobb.

Parks and Reserves

10. That the fees and charges for Parks and Reserves as proposed in Appendix 10 be adopted and take effect from 1 July 2023.

Backflow Prevention

11. That the fees and charges for Backflow Prevention testing and maintenance as proposed in Appendix 11 be adopted and take effect from 1 July 2023.

Corridor Access Request

12. That the fees and charges for Corridor Access Requests as proposed in Appendix 12 be adopted and take effect from 1 July 2023.

Clauses 31.10 to 31.12-23 above were carried.

32-23

Adoption of the Local Governance Statement 2022-25

Memorandum, presented by Sarah Claridge, Democracy & Governance Advisor.

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

1. That Council adopt the Local Governance Statement 2022-2025 (Appendix 1) to replace the Local Governance Statement 2019-2022.
2. That Council delegate authority to the Chief Executive to make minor amendments to the Local Governance Statement 2022-2025 to keep it up to date.

Clause 32-23 above was carried.

33-23

Council Submission on the Sale and Supply of Alcohol (Community Participation) Amendment Bill

Memorandum, presented by Peter Ridge, Senior Policy Analyst.

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

1. That Council note the submission to the Justice Select Committee on the Sale and Supply of Alcohol (Community Participation) Amendment Bill.

Clause 33-23 above was carried.

34-23

Council Submission to the Inquiry into the 2022 Local Elections

Memorandum, presented by Hannah White, Democracy and Governance Manager.

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

1. That Council note Council's submission to the Justice Committee Inquiry into the 2022 Local Elections (Attachment 1).

Clause 34-23 above was carried.

35-23

Council Submission on the Local Government Official Information and Meetings Amendment Bill

Memorandum, presented by Desiree Harvey, Legal Counsel.

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

1. That Council note Council's submission on the Local Government Official Information and Meetings Amendment Bill (Attachment 1).

Clause 35-23 above was carried.

36-23 Council Work Schedule

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

1. That the Council receive its Work Schedule dated 15 March 2023.

Clause 36-23 above was carried.

RECOMMENDATIONS FROM COMMITTEE MEETINGS

37-23 Economic Growth Committee Part I Public - 22 February 2023

Consideration was given to Economic Growth Committee recommendations as appended to these minutes.

Moved William Wood, seconded Vaughan Dennison.

RESOLVED

Main Street Cycleway - Permanent Solution Decision

1. That Council endorse Option 1: Retain the existing Pioneer Highway temporary cycleway infrastructure until it reaches the end of its useful life and replace it and progress the remaining pieces as a permanent solution to create a complete and safe cycleway along that route.

Clause 37-23 above was carried, with 1 abstention.

38-23 Culture & Sport Committee Part I Public - 8 March 2023

Consideration was given to Culture & Sport Committee recommendations as appended to these minutes.

Councillor Rachel Bowen, Chairperson of the Culture & Sport Committee, noted that decisions in clause 8-23 of the Minutes of the Committee meeting dated 8 March 2023 were made by the Committee under delegated authority, and need not be presented as recommendations to Council.

Moved Rachel Bowen, seconded Billy Meehan.

RESOLVED

Victoria Esplanade User Group - Amendments to Terms of Reference

1. That Council approve amendments to the 2018 Victoria Esplanade User Group Terms of Reference, as detailed in Attachment 1 of this report.

Clause 38-23 above was carried, with 1 abstention.

EXCLUSION OF PUBLIC

39-23 Recommendation to Exclude Public

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

"That the public be excluded from the following parts of the proceedings of this meeting listed in the table below.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered		Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution
18.	Confirmation of Minutes - Part II Confidential – 15 February 2023	For the reasons set out in the ordinary minutes of 15 February 2023, held in public present	
19.	Trustee Appointment to The Regent Theatre Trust Board	Privacy	s7(2)(a)

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public as stated in the above table.

Clause 39-23 above was carried.

Deferral of Items to the next Council meeting

The Mayor advised that the following Items of the Agenda would be

deferred to the Council meeting to be held on 5 April 2023:

- Item 9 'Draft Interim Speed Management Plan - Approval for Public Consultation'.
- Item 10 'Consideration of Options to Progress the Civic and Cultural Precinct Master Plan'.

The public part of the meeting finished at 11.38am.

Confirmed 5 April 2023

Mayor

MEMORANDUM

TO: Council

MEETING DATE: 5 April 2023

TITLE: Adopting the draft Vision, Goals and Principles to Inform the Development of the 2024-34 Long Term Plan

PRESENTED BY: Andrew Boyle, Head of Community Planning and Toni Grace, Principal Advisor - Long Term Plan

APPROVED BY: David Murphy, Chief Planning Officer

RECOMMENDATION(S) TO COUNCIL

1. That the Council adopt a draft Vision to inform the development of the 2024-34 Long Term Plan (LTP) either:
 - a) *He iti rā, he iti pounamu. Small city benefits, big city ambition*
 - or
 - b) *He iti rā, he iti pounamu. Small city benefits, big city opportunities*
 - or
 - c) Some other wording that reflects Council's aspirations for the 2024-34 LTP. (Note that in this case the appropriateness of *He iti rā, he iti pounamu* would need to be checked).
2. That the Council adopt as its draft City Goals to inform the development of the 2024-34 LTP:
 1. Either:
 - a) *An Innovative and Growing City*
 - or
 - b) *An Innovative and Prosperous City*
 2. *A Creative and Exciting City*
 3. *A Connected and Safe Community*
 4. *A Sustainable and Resilient City*

3. That either:

a) the Council confirm the 2021 Principles as its draft Principles to inform the development of the 2024-34 LTP:

- *Inclusive*
- *Open*
- *Ambitious*
- *Bold*
- *Enabling*
- *Guardianship*
- *Caring*

or

b) the Council adopt a new set of draft Principles for the development of the 2024-34 LTP.

4. That the Council receive '*He aha rā ngā whāinga matua? What really matters?*' to inform the development of the 2024-34 LTP. This is included as Appendix 1.

1. ISSUE

The purpose of this report is for Council to adopt the draft Vision, Goals and set of Principles as the foundation for the development of the 2024-34 Long Term Plan (LTP). This will ensure that Elected Members, Rangitāne, staff, and the wider community have a clear understanding of the strategic direction that will drive the development of the 2024-34 LTP.

Note: these recommendations are about adopting draft Vision, Goals and Principles for the purpose of developing the 2024-34 LTP. They do not replace the current Vision, Goals and Principles. The current Vision, Goals and Principles were adopted with the 2021-31 LTP. Any new Vision, Goals and Principles will be formally adopted with the new LTP in June 2024, following community consultation.

2. COUNCIL'S DRAFT VISION, GOALS AND PRINCIPLES TO INFORM THE DEVELOPMENT OF THE 2024-34 LTP

Draft Vision for the development of the 2024-34 LTP

Council's current Vision is:

He iti rā, he iti pounamu. Small city benefits, big city ambition.

This was adopted by Council as part of the 2018-28 LTP and Council reconfirmed it through the 2021-31 LTP. It has been endorsed by Rangitāne in 2018 and 2021, and it fits well with Rangitāne's strategic aspirations.

Anecdotally, it has been well received by the community, and there has been very little comment on it in LTP submissions.

Elected Members and Rangitāne representatives have held some initial and informal discussions about the Vision, Goals and Principles. This was through a workshop on 2 December 2022 and a strategic retreat on 9-10 February 2023. Elected Members were also surveyed for their informal views on the Vision and Goals.

These initial discussions and survey results show that there are some areas of consensus about the current Vision:

- Consensus that the Vision needs to describe a sustainable city that promotes Palmerston North's social, economic, environmental and cultural well-being in the present and the future (from Local Government Act section 5).
- Consensus that the *te reo* component of the Vision – *he iti rā, he iti pounamu* – sums up well what Elected Members and Rangitāne want to keep and achieve. (Note: *He iti rā, he iti pounamu* means "it is small, but it is still a treasure" so it is not a literal translation of *Small city benefits, big city ambition*.)
- Consensus that *small city benefits* sums up well what Elected Members and Rangitāne want to keep and achieve.
- Consensus that the Vision and Goals will only be achieved if Council works in partnership with communities, organisations, businesses and central government.
- Consensus that a broader, balanced scorecard approach is needed to measure progress towards the Vision and Goals.

Officers understand that there are mixed views on *big city ambition*. There appears to be consensus that big cities have some advantages and some disadvantages (as do small cities). Elected Members and Rangitāne representatives suggested the Vision should contain the best of both worlds – having the advantages of a big city and a small city, without any of the disadvantages. Comments included:

- Some look at big and see advantages, while others see disadvantages.
- Some feel that big implies growing larger and spreading out, while others feel it implies 'being bigger and better'.
- Some feel that *ambition* implies a strong desire to improve, while others feel it implies expensive projects.
- Some feel that *big city opportunities* better encapsulates the advantages of a big city, but others feel it loses the drive and direction of *ambition*.

Council's draft City Goals for the development of the 2024-34 LTP

Elected Members and Rangitāne representatives also informally discussed the Goals that sit under the Vision.

Council currently has five Goals:

1. An Innovative and Growing City
2. A Creative and Exciting City
3. A Connected and Safe Community
4. An Eco City
5. A Driven and Enabling Council (covered in the next section).

The first four Goals are about the City and they reflect the four well-beings from the Local Government Act. Elected Members and Rangitāne representatives commented that as a set they cover the breadth of what Council should pursue to ensure Palmerston North is a sustainable city. Elected Members and Rangitāne representatives also commented that the Goals are best seen as an integrated set, with many links between them.

Key points raised during the discussions and survey feedback about the City Goals are:

- There are mixed views on the wording of Goal 1. Some are comfortable with the current wording of *An Innovative and Growing City*. Others feel that *An Innovative and Prosperous City* is more appropriate. This reflects the different views about growth in the discussion about the Vision.
- The focus of Goal 1 is not just about getting more jobs – it is also about skills, talent and the quality of jobs, as well as business growth and a low-carbon economy.
- Goal 1 also needs more of a focus on housing, e.g. inner-city housing / intensification, green houses and housing targeted at transient and disadvantaged communities as well as ensuring there is enough zoned and infrastructure-ready land to meet demand.
- Goal 2 is about improving 'the vibe of the city' so it is more exciting and vibrant.
- Goal 2 includes making Palmerston North a more attractive and inclusive city for students (and all other communities).
- Goal 2 includes enabling residents to participate in the life of the city and making them feel like they belong.
- Goal 2 also includes encouraging more involvement in passive and active recreation, including the arts and events.

- Goal 3 includes more emphasis on social housing, either directly provided by Council or through supporting for providers.
- Goal 3 includes more emphasis on safety.
- Goal 3 includes increasing diversity and inclusivity.
- Goal 3 also needs more focus on rebuilding social connections – especially for youth, and to recover connections that have been lost through Covid-19.
- The “Eco city” wording of Goal 4 does not give a clear picture of what Council is wanting to achieve.
- Goal 4 needs to be more about resilience – e.g. climate change adaptation, reducing infrastructure failure risks, food security and biodiversity. As part of this, there is a general feeling that the Goal could be more clearly worded as *A Sustainable and Resilient City* (instead of *An Eco City*).
- Goal 4 needs to focus more on reduce carbon emissions (especially city-wide).
- Goal 4 also needs more emphasis on resource recovery and waste minimisation.

This feedback from Elected Members will provide a foundation for strategies that show how the Goals will be implemented. Strategy development is the next big stage in the development of the LTP, and these draft documents will be brought back to Elected Members for their further discussion and reflection. To assist with that task, staff recommend that Elected Members confirm their direction through resolutions. In particular, there are two areas where more direction would be helpful:

- a) Resilience: Staff advice is that the recent floods have shown the crucial importance of resilient communities. They have shown that resilience is the result of individuals, communities, organisations, businesses, and central and local government all working together. Elevating resilience to the level of a City Goal would demonstrate that making Palmerston North a more resilient city is a priority for Council. Also, an Eco city is a fairly general term, whereas *A Sustainable and Resilient City* sits better alongside the other Goals and is more descriptive about what Council will focus on.
- b) Growth and prosperity: Staff are also looking for direction from Elected Members on whether Goal 1 should be *An Innovative and Growing City* or *An Innovative and Prosperous City*. This direction will shape the development of the Strategies.

Proposed approach to an organisational goal for the 2024-34 LTP

The fifth Goal (current) is about the Council. There were discussions that, while some elements of the Goal are external (e.g. encouraging active citizenship and providing good customer service), much of it is internally focused and describes the type of organisation needed to deliver the four City Goals. As such, there is a general feeling amongst Elected Members that instead of seeing it as a Goal, it

should be embedded in the four City goals and the Principles, whilst not losing some of the performance measures and targets associated with the current Goal 5.

As a result this report contains no recommendation to adopt a standalone organisational goal. If Council does not adopt any organisational goal then the 2024-34 LTP will show how the Council will be resourced to enable it to deliver on the four City Goals in a high performing and cost-effective way. This will be part of the engagement and consultation on the LTP.

Council's draft Principles for the development of the 2024-34 LTP

As part of the 2021-31 LTP the Council adopted seven Guiding Principles:

- Inclusive
- Open
- Ambitious
- Bold
- Enabling
- Guardianship
- Caring.

Council adopted the first six principles in 2018. It added *Caring* in 2021.

The conversations between Elected Members and Rangitāne representatives suggested that, as a set, the Principles provide a good description of how Elected Members and staff should interact with residents and organisations in the City. However, there was discussion about amending some of these:

- *Open* – sits in *inclusiveness* and *guardianship*
- *Ambition* sits well here (rather than in the Vision)
- *Ambitious* and *bold* cover the same thing
- Do not need *caring* as a principle as it is part of the goals.

3. NEXT STEPS

The LTP is a process of resolving the tension between the vision (what Council and the community want to achieve) and the reality (what is affordable and achievable).

Now that Council has set its draft Vision and Goals for the development of the LTP, the process focusses on what Council can do to achieve the Vision and Goals and how much this would cost, before Councillors prioritise the potential actions into a draft strategic, affordable and achievable list of services and projects for community consultation.

Key steps in this include:

- developing the Strategies
- developing costed Plans
- developing Asset Management Plans
- developing levels of service
- developing programmes and budgets
- developing the prioritisation process for levels of service and programmes
- reviewing the Financial and Infrastructure Strategies and the associated Financial Policies
- Council prioritisation of the levels of service and programmes
- preparing an initial draft of the consultation material
- community engagement and formal consultation
- finalising and adopting the LTP.

These are iterative processes rather than separate steps and staff are currently refining the LTP project plan to ensure the process moves forward smoothly.

4. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
Through these recommendations the Council will adopt the draft Vision, Goals and Principles to inform the development of the 2024-34 LTP.	

ATTACHMENTS

1. Community Views - What Really Matters [↓](#) 



HE AHA RĀ NGĀ WHĀINGA MĀTUA? WHAT REALLY MATTERS?

Ideas from the community to inform
the Palmerston North City Council
2024-2034 Long Term Plan







Foreword from Rangitāne o Manawatū

The Treaty relationship between the Council and Rangitāne o Manawatū is founded in Rangitānenuirawa and is essential to the long-term future and wellbeing of the Palmerston North community.

A partnership agreement was signed in 2019. This ensures that Rangitāne values and perspectives have significant weight in decision making, as Council works towards becoming a Te Tiriti-led city. Through this partnership, Council gains a better understanding of the views and needs of Māori as, together, we set out to deliver the aspirations of a multicultural city.

Rangitāne are already working alongside the Council through all stages of the Long Term Plan to ensure a considered and meaningful role throughout the process. This publication, He aha rā ngā whāinga mātua? What really matters? provides the Council with a valuable insight into the values and goals of sector-lead organisations in Palmerston North, and of students in our city. We encourage the Council to continue talking with these groups throughout the planning process. Their views will contribute to a thoughtful and considered Long Term Plan.



Introduction

The 2024-2034 Long Term Plan

The purpose of local government is to improve the social, economic, environmental and cultural wellbeing of our community. Every three years the Local Government Act requires Palmerston North City Council to develop a new Long Term Plan (LTP). The 2024-34 Long Term Plan will reflect the agreements reached by our Mayor and Councillors about their shared vision for the city. This decision-making process will be made in a wider context, including:

- What's going on in Palmerston North
- Community expectations and aspirations
- Legislative requirements
- The state of the Council's finances

This publication

Immediately following the 2022 council election, sector lead organisations were invited to suggest the issues elected members should be thinking about as they start to plan. At the same time, Massey University students Tatyana Kooznetzoff and Leearna Amos were commissioned to gather views from Palmerston North young people through two separate targeted research projects.

This publication gathers the views from all these contributors into one resource that our Council will be able to reflect on, and respond to, throughout the LTP process. We look forward to ongoing conversations about the best ways to improve the wellbeing of our city.

Acknowledgements

Many thanks are due to all those who contributed so enthusiastically to the development of this valuable resource.

Rangitāne o Manawatū

Creative Sounds Society Inc – The Stomach

Disability Reference Group

Environment Network Manawatū

Palmerston North Heritage Trust and Historic Places Manawatū Horowhenua

Housing Advice Centre and Manawatū Tenants Union

MaLGRA

Manawatū Business Chamber

Manawatū Multicultural Council

Pasifika Reference Group

Seniors' Reference Group

Sport Manawatū

Square Edge Community Arts

Te Pū Harakeke Community Collective Manawatū

Te Tihi o Ruahine Whānau Ora Alliance

Prof Richard Shaw, Leearna Amos and Tatyana Kooznetzoff from the School of People, Environment and Planning, Massey University



Part one: Sector lead organisations

Creative Sounds Society Inc – The Stomach.....	12
Disability Reference Group	14
Environment Network Manawatū	16
Palmerston North Heritage Trust and Historic Places Manawatū Horowhenua	19
Housing Advice Centre and Manawatū Tenants Union.....	23
MaLGRA	27
Manawatū Business Chamber.....	28
Manawatū Multicultural Council.....	31
Pasifika Reference Group	35
Seniors' Reference Group	37
Sport Manawatū.....	38
Square Edge Community Arts	40
Te Pū Harakeke Community Collective Manawatū.....	45
Te Tihi o Ruahine Whānau Ora Alliance	48

Part two: Student research projects

Leeana Amos Student issues - Content analysis of Massey Confessions facebook	56
Tatyana Kooznetsoff Exploratory qualitative research on what really matters for 18-30 Year-olds in Palmerston North	60



Part one:
**Sector lead
organisations**

Creative Sounds Society Inc – The Stomach

Thank you for the opportunity to share our thoughts and contribute to the development of Council's next ten-year plan. We have endeavoured to keep our ideas brief so that they're easily digested (forgive the pun).

About us

Creative Sounds Society Inc (CSSI) is a non-profit organisation dedicated to the encouragement of creative musical, artistic, and performance activities. We run an all-ages venue, recording studio and rehearsal spaces known as The Stomach in Palmerston North. Accessibility and affordability are key priorities of Creative Sounds Society. We strive to ensure that all people are able to meaningfully access and engage with musical creativity, regardless of their ability or circumstances. Since 1988 our musical community has worked with the direct support of PNCC to develop and operate Aotearoa New Zealand's leading (and longest-standing) all-ages community music venue and facilities. CSSI has a multi-year Sector Lead agreement with PNCC and rents our premises at 84 Lombard St from PNCC. Together we have invested in improvements, including a rebuild in 2008-2009, that support our activities.

Summary of our considerations for the ten-year plan

Wellbeing: Music and creative arts are integral aspect of the social fabric of Palmerston North. These are essential to our individual and collective wellbeing. They are ways that people of all backgrounds can interact and express our collective and individual identities and culture. The creative arts and self-expression enrich our community.

Young people: It's important that young people have opportunities to actively participate in and experience arts activities. Through these activities they build their confidence, interact with diverse people and perspectives, and build meaningful connections that positively support their growth into adulthood.

Accessibility: Funding supports accessibility to arts and cultural activities. Our city has excellent sporting and recreational amenities. Arts (especially music), and cultural activities rely on similar support from local government to ensure that our community has access to fit-for-purpose arts venues, facilities, resources, and support.

Funding: Financial security for community arts organisations enables us to thrive, build meaningful connections in the community and between organisations. In the past, periods of funding uncertainty have undermined years of organisational capacity building and community building activities. Arts organisations often occupy a precarious existence, operating on a not-for-profit and for-purpose basis which enables our community to participate and engage in arts and music activities. These organisations return enormous value to our community at comparatively very low cost. Ongoing, stable financial support for these organisations enables them to thrive and achieve meaningful community outcomes.

High value proposition: Community arts and music organisations are high value propositions. They are built on the passion of individuals who share specialised skills and experience to enrich our community. These organisations positively impact a wide cross-section of our community.

As community organisations we are the flax-roots, interacting daily with our community, responding to their needs. Despite the tight margins in our sector, we achieve these outcomes through extremely careful budget management and a strong DIY ethos. We get things done for far less than the commercial sector by drawing on our skill sets, our volunteers and the passion of our people.

CPI adjustment: We strongly support CPI adjustment for funding. CPI adjustment was introduced during the previous round of strategic priority grant funding and is important because it ensures that the real-world value of PNCC's funding doesn't deteriorate throughout the duration of the funding agreement. We think that PNCC should also consider increasing the overall pool of funding available to community and arts organisations to reflect the increasing costs of operation and staffing for our sector between funding rounds.

Funding maintenance: Ensuring there is sufficient funding for the ongoing maintenance of PNCC owned facilities is important to their long-term viability. We are aware that there is significant expense on the horizon due to the requirement to undertake earthquake strengthening on some of PNCC's buildings. We encourage PNCC to consider ongoing funding to ensure appropriate maintenance of PNCC owned arts facilities. This was given consideration at the last ten year plan and we were pleased to see the allocation of funds to general maintenance for key council and community assets.

Agent of change principle: Existing uses and noise emissions will be contested by commercial and residential development in the city. While we are generally in support of development we encourage PNCC to learn from the inaction of other cities (recent examples include Auckland and Dunedin) and act now to adequately plan for and protect music, arts, cultural, entertainment, and other nightlife activities in the city. The agent of change principle has been implemented in reputable arts and cultural cities such as Melbourne as a means of mitigating issues caused by development in the city. The agent of change principle works by requiring that developers (the agent of change) ensure they provide noise-proofing and acoustic treatment

to ensure that any developments don't conflict with or undermine existing uses such as music venues, concerts, nightlife and other entertainment amenities. PNCC should take the opportunity to address these issues now before future residential and commercial development results in contested spaces in the city. PNCC has worked hard to support Palmerston North's arts, cultural, and entertainment activities ongoing planning, initiatives, and support. These activities contribute greatly to the wellbeing of our community and they enrich the lived experiences of our residents.

Reference and further reading:

Creative Sounds Society Inc & The Stomach website: <https://www.creativesounds.org.nz/>

Dunedin City Council (August 2022). DCC committed to supporting live music scene. Retrieved from: <https://www.dunedin.govt.nz/news-and-events/news/august-2022/dcc-committed-to-supporting-live-music-scene>

French, R. (01 June 2022). A modern-music lover's guide to some of New Zealand's best venues. Broadsheet & 100% Pure New Zealand. Retrieved from: <https://www.broadsheet.com.au/national/travel/article/modern-music-lovers-guide-some-new-zealands-best-venues>

Lewis, J. & Ellis, F. (15 August 2022). Musicians feel heard by council. Otago Daily Times. Retrieved from: https://www.odt.co.nz/news/dunedin/musicians-feel-heard?council?fbclid=IwAR2GoRlgvHECia39LEc4qJoWUj3JCmleXFoBI_tEpFFml-leqR_TY8mCS2Q

Music Victoria (n.d.) How To: Agent of Change. Retrieved from: <https://www.musicvictoria.com.au/resource/how-to-agent-of-change/#:~:text=The%20agent%20of%20change%20principle,existing%20live%20music%20performance%20venue>

Smith, D. (15th January 2023). Music venues threatened by growing inner city housing and gentrification. Stuff. Retrieved from: <https://tinyurl.com/Music-venues-threatened>

Victoria Planning Provisions Amendment VC120 Explanatory Report (n.d.). Retrieved from: <https://www.musicvictoria.com.au/wp-content/uploads/bsk-pdf-manager/2019/02/Victoria-Planning-Provisions-Amendment-VC120-Explanatory-Report.pdf>

Disability Reference Group

As Council embarks on planning for the 2024-2034 Long Term Plan, the Disability Reference Group would like councillors to enhance the lives of the disability community in the city.

One of the DRG's key focus areas for next year and beyond is to advocate and participate in transforming the Enabling Good Lives (EGL) principles.

We would request of Council that they support turning the EGL principles into reality by ensuring they are embedded in the 2024-2034 Long Term Plan and are resourced appropriately.

In November 2020, Council acknowledged the EGL principles and sought to integrate them into Council's daily activities.

The DRG has a vision for the future:

- Council is known and seen to be carrying out these principles within the country and further afield.
- Council staff across the organisation understand the principles and they are an automatic consideration in everything Council does.

Principles – Enabling Good Lives

The vision of the Enabling Good Lives approach is that in the future, disabled adults, children and their families will have greater choice and control over their lives, and how they are supported. The delivery of the new EGL disability support system is based on the following eight principles:

- 1. Self-determination:** Disabled people are in control of their lives.
- 2. Beginning early:** Invest early in families and whānau to support them; to be aspirational for their disabled child; to build community and natural supports; and to support disabled children to become independent, rather than waiting for a crisis before support is available.
- 3. Person-centred:** Disabled people have supports that are tailored to their individual needs and goals, and that take a whole life approach rather than being split across programmes.
- 4. Ordinary life outcomes:** Disabled people are supported to live an everyday life in everyday places; and are regarded as citizens with opportunities for learning, employment, having a home and family, and social participation - like others at similar stages of life.
- 5. Mainstream first:** Disabled people are supported to access mainstream services before specialist disability services.
- 6. Mana enhancing:** The abilities and contributions of disabled people and their families are recognised and respected.
- 7. Easy to use:** Disabled people have supports that are simple to use and flexible.
- 8. Relationship building:** Supports build and strengthen relationships between disabled people, their whānau and community.



HE AHA RĀ NGĀ WHĀINGA MĀTUA? WHAT REALLY MATTERS?

Environment Network Manawatū

ENM challenges Palmerston North City Council to go to the next level in meeting their Eco City goals and envisions the following actions being included as part of the 2024-34 LTP:

The establishment of an Environment Centre

In 2020, PNCC passed a motion in its inaugural Environment and Sustainability Committee meeting to support the creation of an Envirohub/ Eco-city hub for the Environment Sector. This support so far has focussed on incorporating an Environment Centre into the Civic and Cultural Precinct Masterplan, which is valued by the network, but is a very long-term approach. ENM has made its own progress towards a well-functioning Environment Centre, with the move to a visible, ground floor location, but more could be achieved be with a well-designed and appointed property to support the community and city in environmental aspirations. Such a centre could also be part of the UNESCO Geopark for Te Āpiti-Manawatū Gorge which is also gaining increased traction.

We support a shorter-term approach in creating a fully functioning, inspirational Environment Centre and a prompt start to:

- Hub design and the identification of a suitable piece of land for the centre; Ideally this land should be Council-owned and made available at an affordable long-term lease.
- Council contribution of \$250k in co-funding the development of the Environment Centre in year 2 of the plan to allow ENM to leverage this funding for further applications to Lotteries, ECCT and other suitable funders. We feel the value that contribution and efforts made by ENM and its member groups over the past decade warrants this investment in our future in a shorter time frame.

We encourage the council to create strong environmentally focused plans for the future of Palmerston North, even if the resourcing doesn't immediately seem possible. There is increased international, governmental, business and individual interest in mitigation of climate change, reduction of waste, sustainable/regenerative growth, care of the earth, care of people and restoring natural ecosystems. With this interest, major resourcing opportunities will arise. The dream of how our city hopes to respond to these challenges needs to be established prior to the resourcing opportunities arising to take full advantage of them.

Increased interest and engagement in developing a city-wide Food Resilience and Food Security Policy:

- A fully developed and implemented City-wide Food Resilience Policy that aims to mitigate food insecurity. This action will allow the recognition of this as a pertinent, pressing issue (particularly in relation to child poverty, where the MOE is currently failing AND creating food waste linked to the Healthy School Lunch Programme) and will enable corresponding actions and initiatives to be executed with speed and ease.
- Increased focus on the implementation of and support for current and potential community gardens to ensure people have access to healthy locally produced kai within our neighbourhoods.
- The implementation of localized community composting systems (with community access to the compost) and the city-wide collection of household food waste to a council operated compost facility. There is a national push from the government to reduce food waste to landfill and we would like to see PNCC being proactive over reactive in this space. We advocate for household food waste collection to have its own, separate, for-purpose area, separate from landfill to allow the conversion of this waste from an emissions liability to a reusable asset.

Continued and increased commitment to mitigating Palmerston North's contribution to Climate Change:

- Tangible commitments and actions actively reducing city contributions to climate change, while developing strategies to prepare for the anticipated effects of climate change upon our environment and people. Ambitious targets need to be set for the reduction of CO2 emissions linking to the promotion of active transport, accessible public transport systems, waste minimisation, and resource recovery.

- Putting in place strategies that prepare for the effects of climate change, such as development of a city-wide food resilience policy, increasing cycling infrastructure and undertaking behaviour change programmes, composting food waste, farming the power of the sun from our rooftops.

The recognition of promotion of local biodiversity:

- The recognition, promotion and support of pest control projects, such as the Ruahine Kiwi Project, the Ruahine Whio Protection Trust, the removal of pest weeds like Old Mans' Beard or Phragmites Karka and the benefits of these for our environment and region.
- We encourage Council to continue its investment in Green Corridors throughout the city to enhance biodiversity and offset the ecological impact of new housing developments and providing obvious aesthetic and recreational benefits.

The continued regeneration and prioritizing of the Manawatū River, its streams, and its drains as an important local, cultural and environmental asset:

- Increased programmes, education, infrastructure and investment in ensuring a significant reduction in plastic and litter entering local waterways.
- Recognition of the need for a dedicated staff member to monitor and manage the litter and plastic pollution in urban streams and waterways supported by PNCC
- Increased artworks, signage depicting educational or historical information, accessibility and overall beautification of urban streams and waterways.

Continued investment in sustainable and active transport:

- A fully developed, safe and family friendly cycling infrastructure for our city paired with widespread corresponding behaviour change education and incentives linked to increasing sustainable transport (free bikes for kids, for example).
- An increase in accessible, frequent transport connections (bus, train) and the promotion/centralization of carpooling initiatives possibly in collaboration with local businesses. These would reduce car use and car related expenses and mitigate the effects of climate change.
- Linked accessibility to and from the train station to enable greater use of this.
- The allocation of parking spaces including Council parking lots within the CBD to be addressed (reduced) accordingly with the rise in public transport uptake to enhance public spaces and reduce pollution levels, both to air and ear.
- Cycle lanes are currently discontinuous and often require people on bikes to swerve into traffic when cars are parked in the space usually used for riding (for example on Te Awe Awe Street, amongst others). Investigation and consultation will be undertaken first to determine how to better link the existing cycle lanes, with construction following likely in year 3.

Meeting our commitments as an Eco-city.

- Exceeding targets at every opportunity, especially around the 30% City CO2 reductions which should be more ambitious.
- Increased collaboration in campaigns to showcase and promote sustainable practices in housing, gardening, energy efficiency, 3-waters efficiency, permaculture design, waste-free living, new technologies and environmental education. Tangible goals to achieve sustainability would be agreed for each campaign in consultation with Council.
- Increased accountability and accessibility for businesses to have commercial recycling and organic waste collection to increase resource recovery rates.
- Public recycling bins to be introduced next to public litter bins to increase public opportunities for resource recovery.
- Implementation of a soft plastics recycling scheme accessible by public and businesses across Palmerston North.

Many decisions that are made from primarily economic, social or cultural viewpoints often have detrimental environmental impacts. Without a healthy living environment, we simply don't have life. The two are fundamentally interconnected and inter-twined. Therefore, we would encourage Council to ensure that an environmental and ecological lens is placed over all of its decisions to ensure they are truly sustainable.

Palmerston North Heritage Trust and Historic Places Manawatū Horowhenua

“History is to the community what memory is to the individual”
– to paraphrase British historian Arthur Marwick.

Buildings

History and heritage did not fare well in Palmerston North prior to the twenty-first century. The city is not known for its heritage buildings. Heritage buildings are generally ‘pepper-potted’ throughout the city rather than being in precincts of like style (Savage Crescent is an exception).

Many old buildings have been lost and others which remain, even in the city centre, continue to be under threat. Our heritage housing has been picked off by being moved out of the city or through the subdivision of sections. Our public and commercial buildings have faced demolition by neglect.

The Regent Theatre preservation campaign of 1995 was a high point of community activism on this front. But many prominent public buildings were made of locally-produced bricks, and the ever more rigorous requirements for earthquake strengthening have undermined advocacy groups seeking to promote their retention and restoration.

The Square: There is a core cluster of heritage buildings around, or close to The Square which it is vital to retain:

- The Old Post Office, or, at least, its façade, appears to have been saved for future development.
- The Grand Hotel.
- Square Edge, the former council building.
- All Saints Church, a vital part of the city's ‘memoryscape’, but one which has faced conflicting views around what should be its exterior presentation.
- The 1938 Ansett building, better known to many as the ‘T&G’ Building is in a disgraceful state of demolition by neglect. A major problem for the city and for PNCC given its (apparently intransigent?) private ownership.

- Te Marae o Hine itself, and its several bicultural historical reference points: The Te Peeti Te Awe statue, the Hopwood Clock Tower and Kerei Te Panau chimes, the war memorial, the Coronation Fountain, the 'Ladies Rest' art deco building, and the Rangitāne ancestral carvings. There have been some excellent guided walks through and around The Square but here, as in other parts of the city, there could be more permanent interpretive signage.

Elsewhere there is **Caccia Birch**, a gracious and well-used venue for events and meetings which is now under the administration of PNCC. Caccia Birch represents the 'grand old home' aspect of built heritage. At the other end we should not forget the more quirky heritage features of the city such as the concrete log fences seen in some residential streets. Historic trees have an importance of their own.

Working class history is associated with the Savage Crescent heritage precinct, but the Milson railway houses lost out in past debates about heritage priorities. Some have been shifted from their sites.

Industrial history is represented by the Hoffman Brick Kiln and by the old Power Station at Terrace End. Both are supported by a small but hardworking group of volunteers. PNCC support for the efforts of these workers will hopefully continue as projects develop.

Modern/modernist buildings: Attention needs to be paid to more recent buildings, of historical and architectural merit, residential and commercial, especially those of modernist architects such as Bernard Cox. If they are not recognised and evaluated now, they are likely to be lost to future generations. There have been three significant precincts of Brutalist buildings – in the central city, at Massey University, and at the former Teachers' College site, the latter now being demolished because of insufficient public interest.

Rangitāne sites: Good progress has been made in identifying and interpreting Rangitāne sites of significance, especially those along the awa, and citizens interested in history and heritage look forward to the development of Te Motu o Poutoa as a site of significance.



20

Square Edge [2018], Tom Turner

Military heritage: War commemorations and a strong advocacy group have resulted in the city's military heritage being well signalled through 'poppy places' signage and the re-invigoration of Memorial Park as a Second World War memorial, for example.

Railway heritage: It may now be time to put equivalent effort into identifying and interpreting other aspects of Palmerston North's past. It is extraordinary that apart from casual reference to the 'old railway land' and the more recent installation of a set of wheels on that land, there is relatively little interpretive material showing the importance of the railway and other forms of transport to Palmerston North's growth and significance over time. A historical narrative around the railway could point to the location of its stations, workshops and supporting activities. The social history of the railway might include the workforce (including Māori who worked on the line), industrial relations, accidents, and such basics as the impact of the railway on Palmerston North's layout, as well as the fires, dirt and steam associated with it. The history of the railway could be an important underpinning of the proposed Cultural Precinct, when and if it eventuates.

Overall, we are missing opportunities to tell our stories in permanent and appropriate ways across the city, however that is done.

(The re-development of Cuba Street is a case in point.) When this happens it is important that the material is accurate and robust – concerns were expressed at a 2022 meeting of history groups about the lack of consultation on the appropriate placement, quality and nature of historical/cultural/artistic narratives in public space in Palmerston North – for information relating to iwi and non-iwi. Signage stays in place for decades, and it is important to get it right by drawing upon existing expertise in the community.

HE AHA RĀ NGĀ WHĀINGA MĀTUA? WHAT REALLY MATTERS?

Written and digital history

The Heritage section of the City Library is the history research hub of Palmerston North. It has built up a very good reputation over the years, largely because of the helpfulness and accessibility of the staff. This enables access to the splendid paper and digital resources of which they are custodians. PNCC is to be congratulated for supporting a community archive alongside statutory materials. Initiatives such as Local History Week have been important in bringing Palmerston North's history to a wider audience.

Issues which come up in discussion here are:

- The need to ensure adequate and on-going storage for the archives. (Not glamorous, but vital – these resources seed reputable historical research for the future!).
- The strong desirability of a dedicated City Archivist to provide leadership in this area. There appears to be nobody in a senior and authoritative role in archives, undermining the importance of our statutory and community records and, equally importantly, the ability to gather them in before destruction.
- Some consider that Te Manawa's Archives could be combined with the community and local body archives, including the pictorial resources.
- Manawatū Heritage is proving to be an invaluable resource, and has been used in significant national histories, thus foregrounding the people and places of the Manawatū to a wider audience. But it too needs resourcing if new material, pictorial, oral and archival, is able to be added and fact-checked before being uploaded.

21

The New Primary School History Syllabus and potential to introduce young people to Palmerston North's past

Toi Warbrick and some voluntary groups such as local genealogists have been working with individual schools, mainly with teachers, on material which would support teaching local stories as part of the new syllabus. Manawātū Heritage is likely to be a great help, especially if it could host curated folders of materials showing how the broader themes covered in the syllabus were played out in a Manawātū context. There is a need for greater coordination here.

The volunteers who engage with Palmerston North's past

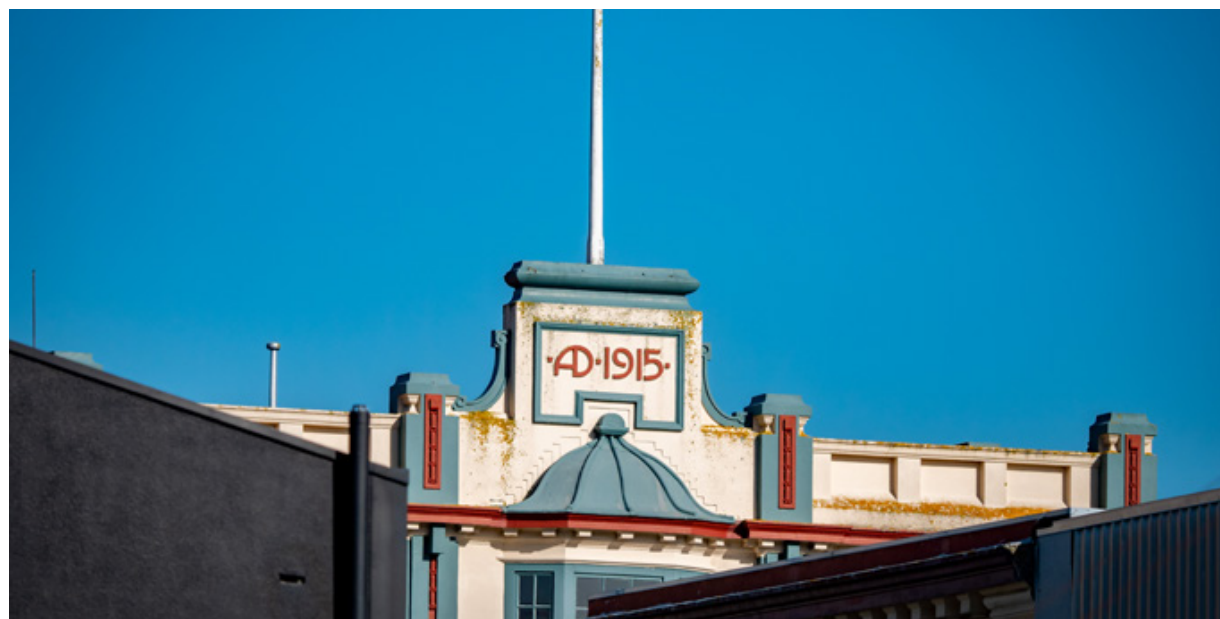
Heritage groups through the city focus have their own special foci.

There are groups which take a general interest in *heritage sites*; others which provide *support for individual buildings* such as the Regent Theatre and the Hoffman Kiln; others again which *support institutions* such as Te Manawa which are custodians of heritage items. Some *promote public awareness* of the Manawātū's past through public lectures (e.g. the History group associated with U3A)

or through research and publication (the Manawātū Branch of the NZ Society of Genealogists and the *Manawātū Journal of History*). The Palmerston North Heritage Trust was originally constituted to promote the *retention of archives*, but since its reinvigoration in 2002, has operated more broadly to foster research and acknowledge researchers. There has been a strong *military heritage group* which has managed to gain PNCC representation on its committee. *Rangitāne* have their own mechanisms for highlighting mana whenua's own distinctive history and relationships with later arrivals to the Manawātū.

An annual heritage statement which draws these various threads of activity together in a Council report would help give an overview of efforts which often go under the radar at a political and administrative level, and highlight citizen involvement in heritage

The Palmerston North Heritage Trust hosts an annual meeting which draws representatives of some of these groups together, along with library staff and archivists. The involvement of city planners would be an excellent development. There is a need for more consultation with heritage groups and a recognition by PNCC staff of the expertise among volunteers.



Housing Advice Centre and Manawātū Tenants Union

Social Housing – “Care of the community – For our community”

- Change the language from “Social Housing” to “Affordable Accessible Housing”.
- Consider PNCC Social Housing options for 4-to-5-bedroom homes.
- Consents to be made easier for larger homes to encourage new builds.
- Consents and requirements based on accessible housing for all builds e.g., 900 mm wide doors.
- Social Housing needs to stay 25% income as this helps with the cost-of-living issue. Could this go up to 30%?
- MSD: can we get a social worker visiting every occupant in emergency housing asking what help is needed and supporting referrals. This would reduce concerning behaviour of residents and help them to move on into long term accommodation.
- Ready to Rent style presentation in emergency housing. HAC going to the clients and encouraging change.
- Green spaces that have kids play area, fruit trees, shelter. These to be around buildings, apartments to provide an additional food source and tenant interaction. Has positive benefits for soil drainage problems. Sow lawns that do not have to be mowed, short growing and resilient varieties to minimise work and encourage bees.
- All PNCC social houses to be accessible to start with, not just some of them, minimises the cost for later adjustments, allows for more flexible tenancies. Limits the cost of changes later.
- Council to continue social housing, protection for community housing.
- Community gardens, transfer of skills, food source.
- Council has more homes available but managed by community organisation e.g., Mash Trust, partner with more organisations -this could be used to support those who are independent but need regular supports to maintain sustainable tenancies and lifestyles.
- Homeless, night shelters, facilities to support for showering, washing clothes, social work support, facilitate and encourage safe living.

Consent and resource management

- Regarding consents for building to allow change of purpose and new builds to accommodate emergency and transitional housing. Promote moving away from Motels/hotel currently used.
- Emergency and Transitional housing, council owned but leased to agencies, allows for wrap around services to be available for mental health, disability etc needs in residents.
- Building code adjusted to allow and encourage new build to be to disability standards, eg wet bathrooms, wider access, ramps or easy to fit with ramps
- Laundry in cupboard in kitchen or bathroom- taking away from separate laundry rooms. More space in house
- Selling rights to live in apartment as per hub
- Marae type housing on iwi land, resource consent for multiple builds
- Space for cabins/granny flats on community housing sections, may be removable if required
- Consents for converted garages, encourage safe extra housing
- Building code changes to allow for accessible housing

Housing affordability

- Rates increase as well as mortgage increase are being passed on to tenants and contributes to making housing unaffordable.
- We are currently seeing 3–4-bedroom houses with a yard being pulled down and replaced with multiple 1-to-2-bedroom homes on the same property. This may create a negative in terms of housing availability for those with a bigger family. Losing 1x 4-bedroom housing 4 – 6 people replaced with 3 x 1–2-bedroom houses homing 3-6 people results in loss of accommodation for larger families.
- Cooperative housing communities cheaper for first home buyers.
- Cohabitation housing/communal living, as per Denmark/Norway -This is similar to what Home in Place have going on with a very definite shared outdoor space within the boundaries of the housing spaces that are not included. <https://en.wikipedia.org/wiki/Cohousing#:~:text=Cohousing%20is%20an%20intentional%20community,amenities%2C%20including%20a%20private%20kitchen.>

Living requirements for all size families

- Cultural awareness of the needs for larger and extended family living to be taken into account.
- Larger homes to house multi-generational housing, grandparents living with family.
- Most of the new builds we are seeing are smaller houses. While there is a need, remembering that families may not want to live in city centres or apartment blocks.
- Creating a consent that allows a removable cabin/tiny home to be placed on a property that has yard space- knowing that there must be a certain amount of uncovered land.

Student housing

- Room crisis, 6 students living in 4-bedroom flat, sold or rented to a family, now 6 individuals are homeless
- Housing students room crisis due to changes in tenancies, student flats being rented out to family over the summer break, where do the students go on their return in the new year?
- Palmerston North is recognised as a major tertiary hub both nationally and internationally, Massey University, Te Wānanga, UCOL, IPC. How do we house these students? Current plans? Development of central city office blocks to apartments? Is this allowed for in PNCC building code?
- Focus on students housing as well as families.



HE AHA RĀ NGĀ WHĀINGA MĀTUA? WHAT REALLY MATTERS?

Does the council need to look at CHIP houses? See report below.

Home ownership

Are you interested in owning your own home?

CHIP's self-help program helps low-income households become homeowners! Here is what we offer:

- Affordable financing packages
- Excellent construction supervision
- Quality, energy-efficient homes

More than just building houses, self-help housing stimulates local economies, establishes credit, and builds new skills, self-confidence, and community. CHIP's Self-Help Program has assisted more than 1,700 households in Butte, Tehama, Shasta, Sutter, Glenn, Lassen, Yuba and Colusa counties with home ownership. Using the mutual self-help method of construction, households partner together to build their homes with the technical assistance provided by CHIP construction supervisors. Each household's labour becomes their down payment, commonly referred to as "sweat equity". Groups of 6-10 participants are formed to construct the homes over an 8-10 month period. With the help of family and friends, each participant must contribute a minimum of 30 hours per week until completion of all the homes in the group. No construction experience is necessary.

Eligibility requirements:

- Household income at or below 80% of the Area Median Income
- Must demonstrate repayment ability
- Acceptable (does not have to be perfect) credit
- First-time homebuyer or have not owned a home in past three years
- Plan to live in the home as a primary residence

Participants also must possess a willingness to attend group meetings and to work cooperatively with other participants towards the common goal of homeownership and community.

Self-help construction builds neighbourhoods and community.

Additional reading

<https://www.stuff.co.nz/national/130614482/new-zealands-first-multigenerational-state-homes-a-pasifika-gamechanger>

<https://penina.org.nz/our-services/#housing>

MaLGRA

MaLGRA Is New Zealand's longest running LGBT association and has been running, fighting, and pushing for change and acceptance since 1977. MaLGRA is always there to help other members of the LGBT+ community and other LGBT+ Groups.

Mission: To provide a social service which affirms and empowers gay, lesbian, intersex, transgender, takatāpui, fa'afafine, asexual, and bisexual persons, those questioning their sexuality, and those persons living with Human Immunodeficiency Virus (HIV) and/or Acquired Immune Deficiency Syndrome (AIDS) who are Members of Manawatu Lesbian and Gay Rights Association Incorporated and/or our communities, and their family, whanau/significant others; and which actively promotes the development of a safer social environment for our multicultural communities.

The key things we have been working on and would like to continue to work on are as follows:

- Making sure that the city is inclusive, and allows for the diversity of the rainbow communities.
- We would like to see more arts and rainbow-based events - expanding on the events MaLGRA has done in the past and is continuing to do.
- We would like to expand out rainbow safe spaces project that we are launching in Feb 2023.

- We would like to show case more of our diversity within our communities - things like rainbow art exhibition.
- We would like to expand world Pride month and look at how we can have a Pride parade around the square.
- Annual raising of the rainbow flag in the Square.
- We would like to look at how we can connect our rainbow history with this city - we have talked about having a HIV/Aids memorial tree and bench in the Esplanade.
- In all honestly a lot of the issues our rainbow community faces are not too much off what the general population would face. We need to remember that we. the rainbow community. are a partner like all other partners for councils - and that we need to make sure we have the same platform for us and our community as what is given to other key partners.
- We would like council buildings and services to reflect that we have a range of needs - gender diversity and the normal male and female box is not one size fits all.
- We need to support our rainbow children; we are still seeing so many children and youth taking their own lives because they are not accepted or can't be themselves.

Manawatū Business Chamber

This report responds to PNCC's Community Views Project for the Long Term Plan.

For those Elected Members new to the role, below is a brief outline of MBC (Manawatū Business Chamber):

- We are a membership funded organisation, covering the wider Manawatū, and up to the boundary with neighbouring Chambers (i.e. Whanganui and Kapiti, and a small Chamber in Dannevirke).
- We are one of 31 Chambers Nationwide (see New Zealand Chamber of Commerce).
- Our members businesses range from large organisation to sole traders, to not for profits.
- MBC's members encompasses a large part of the Region's GDP and FTEs.
- We are informed by our Members, Board and Advisory Board.
- Our key roles include Business Support, Training, Networking and Connections, Export Documentation, and (importantly) Advocacy at both a local and national level.
- We have a number of Special Interest Groups under our umbrella including Manawatū Defence Hub, Young Chamber and Contact Centre Cluster.
- We run events, training, and collaborate with other organisations. There are Member Benefits, which are both financial and non-financial.
- We run the Manawatū Business Awards.
- We encourage and promote sustainable business growth.



28

Local Business Perspective for the PNCC LTP 2024-2034 (points noted in no particular order):

- Businesses are the life-blood of a City, and the Region in which the City is located. PNCC Councillors need to understand the value of all businesses, from the sole-traders and small retailers, through a wide variety of sectors, and through to large tertiary institutes and Government Departments. In the Manawatū we are lucky enough to have excellent and wide-ranging business diversity.
- Enabling sustainable businesses is essential for City growth. Business owners have 'skin in the game' – they care about their employees and give back to the local economy through the flow of cash, employment, social and other contributions. Councillors need to understand the unique needs and characteristics of New Zealand's small businesses and the issues they face.
- The main issue for businesses currently is attracting and retaining talent in the City and Region. We appreciate this is a national and global issue. What could Council focus on to support businesses in this space? Whatever it is needs to be more specific than "great walking/ mountain bike tracks etc", or the "Manawatū - Heaps Better/Improved version 2.0". This is especially important now that we have less of an advantage with house pricing. Focus on the promotion of our City and Region. That means supporting the business community when we talk to Central Government about Immigration settings that not only affect NZ, but directly affect our businesses. Put your shoulders to the wheel when these opportunities arise.
- What does the Council propose for the business sector over the next ten (10) years? Following on from the last few years, what initiatives are in place for recovery given that we are likely to face an economic downturn from 2024/2025?. There is uncertainty ahead in terms of inflation, rising costs, continued supply chain issues etc. How can Council policy help to support business? How can we remove barriers for businesses of all sizes and across all sectors? How can we embrace all our businesses from across all cultures/ethnicities?
- Council should continue to look at ways to be more 'Business Friendly' and make sure that ethos is embedded into its culture. Council should make sure its work and policy programmes minimise disruption to businesses, and it should be creating a regulatory environment that supports small businesses to thrive.
- Council should continue to 'fight for' inter-regional connectivity, which ties in with Te Utanganui.
- A trend that has worsened during the last 12 months is security and escalating crime within the City's CBD. We would like the Council to review CCTV within the City and continue to work alongside other groups, the Police and businesses to find solutions. The Chamber along with Palmy BID have supported the City Ambassador programme and we welcome all other initiatives in this space.

HE AHA RĀ NGĀ WHĀINGA MĀTUA? WHAT REALLY MATTERS?

29

- Council can also actively support initiatives that assist the business community to engage in climate friendly practices and reduce their environmental impact.
 - Councillors must listen to and support the rural sector. There are huge knock-on effects to our urban communities if the Region's rural sector suffers the effects of adverse Central Government policies. Local Government needs to push back on central Government where it can and ensure that our Regional voice is heard in Wellington. As part of that Council must continue to work alongside the City/Regional MPs.
 - Council should continue to support Buy-Local Campaigns, and PNCC's procurement policy should ensure that local businesses are always considered first. Although such opportunities may not initially appear to be the most price-competitive, if they come to fruition they are likely to have the biggest economic impact overall for our City/Region.
 - Continue to engage on the 'parking strategy' i.e. if parking is to be taken away from roadside then Council must ensure that there are other options available. Cars (per se) are not the problem. Accessibility is.
 - Keep businesses well informed regarding legislative requirements around earthquake Prone Buildings, including compliance timeframes, and the overall strategy of Council to address this issue.
 - 3 Waters – what does this mean for PNCC, the City and our wider region? Does Council have a view on alternative funding models? It is a Public Private Partnership an option, and if so what might that look like?
- Whilst there are immediate shorter term issues, the LTP is a 10 year plan, so the continued investment in infrastructure, streets for people, cultural precinct (whatever that looks like, although no more green space is needed - we already have Te Marae o Hine) etc, need to be progressed still, and in consultation with all relevant and affected communities.
- We understand that Council also has to focus on housing and other critical issues that directly affect our communities. However, given our role relative to the Business Community, our focus in this summary is on direct business-related matters.
- Manawatū Business Chamber will continue to be part of 'the solution' to issues whatever they may be. We will continue to work alongside Council. We want (and value) continued and genuine consultation with Council. We need to be sitting at the table with Council so as to be able to speak directly on behalf of the business community



30

Manawatū Multicultural Council

Thank you for giving Manawatū Multicultural Council (MMC) the opportunity as a sector-lead organisation under Papaioea Palmerston North City Council, to present the voice of our community in the long-term planning of our city.

Overview of MMC

Manawatū Multicultural Council prides itself in almost 30 years of services and support to migrants, newcomers, and former refugees in Palmerston North. We are an established charitable organisation with current membership of 58 ethnic communities and groups. We are focused on improving the socio-economic and cultural wellbeing of our multicultural communities through advocacies, information, navigation, and connection services in collaboration with relevant agencies.

One of the roles of MMC is to act as the starting point for former refugees, migrants, newcomers, and others with an ethnic community background to serve as the link and referral agency. At our information, resources, and activity centre on 77-85 King Street, Palmerston North, we run language classes, active learning, and skills workshops, such as arts and crafts, sewing, as well as being a drop-in centre for information and advice.

In response to the growing needs of new migrants in the Manawatū region and what it means to our children in schools, we are currently running a Welcoming Schools Pilot Programme to further deepen our knowledge and strategy for engendering cultural diversity, awareness, and inclusivity in our local schools.

We celebrate the beauty of our diverse cultures in Palmerston North by organising events such as the Festival of Cultures (which comes with Cultural Dress and Lantern Parade), World on Stage show, Celebration of Ethnic Songs and Praises show, Teas, and Coffees of the world exhibition. We also support our communities' cultural events, such as national days, Lunar New Year, etc.

HE AHA RĀ NGĀ WHĀINGA MĀTUA? WHAT REALLY MATTERS?

31

Our community views

To contribute our community views to the 2024-34 Long Term Plan and help our elected members with their decision-making, we conducted both online and focus group surveys, we articulated areas of interest for our community members and what they would want elected members to think about as they seek to improve the social, economic, environmental, and cultural wellbeing of our Palmerston North Community. The points to which we turn now:

Topic of interest in order of prominence	Conversations/ submissions
1 Transport and roading	<p>This is one of the top issues raised by our multicultural community. Respondents suggest:</p> <ul style="list-style-type: none">➤ More frequent bus services➤ Better routes➤ Longer operating hours➤ Free transportation for students, elderly, and persons with disability➤ Reduction in the cost of transportation➤ Increase in the number of buses to reduce waiting time➤ Introduction of city train➤ Roads to be made wider to allow for easy flow of traffic➤ Traffic lights or roundabouts to be put at the intersection of Linton and Ferguson Street opposite Park and Save supermarket➤ Traffic lights opposite the Plaza on Church Street to be put on faster pace to reduce traffic build-ups➤ Introduction of mini-EV buses since some of the big buses are never more than about a third full
2 Infrastructure	<p>Part of community interests in infrastructure include:</p> <ul style="list-style-type: none">➤ Further improvement to on-road cycling infrastructure and better maintenance of footpaths➤ More infrastructural developments to increase job opportunities.➤ Road works need to be completed faster➤ Decorate The Square and other streets with lights throughout the year
3 Community engagement	<p>Our community survey results showed a high level of interest in this topic. The conversation is around:</p> <ul style="list-style-type: none">➤ Improvement in simplifying communication, using mailboxes to circulate more information materials abouts events within the community➤ Having more seasonal and monthly activities➤ Organising more events to bring communities together so that they can understand each other➤ Having more councillors participate and be seen at cultural events➤ Encouraging activities within residential areas for neighbours to know each other

Topic of interest in order of prominence	Conversations/ submissions
4 Diversity and inclusion	<p>This was a conversation for 91.67% of our respondents. The views include:</p> <ul style="list-style-type: none">➤ To give stronger focus to accessibility for people with disabilities➤ More inclusion and making everyone feel welcome with no judgement➤ To have more ethnic councillors elected
5 Environment and climate change	<p>Our community indicated needs in this area, which include:</p> <ul style="list-style-type: none">➤ Further improvement to on-road cycling infrastructure and better maintenance of footpaths➤ To keep our environment safe and green, plastic-free, and lower carbon emissions➤ Provide opportunities for more people to own electric cars
6 Housing	<p>It showed by 83.33% response that housing is of interest to our multicultural communities. Their suggestions include:</p> <ul style="list-style-type: none">➤ Making more land available for housing development and expediting actions on existing housing areas➤ Provide suitable housing for everyone➤ Build apartments for the homeless to take them off the streets➤ Build more houses to lower house rents➤ More support for healthy homes requirements
7 Rubbish and recycling	<p>Our community views this as important with 83.33% respondents having their say. Opinions include:</p> <ul style="list-style-type: none">➤ To have free rubbish bins for residents➤ To introduce inorganic rubbish collection for free twice a year so that people would not dump in the reserves and parks
8 Business and development	<p>Views from our community show a 72.73% interest in this area. Conversations include:</p> <ul style="list-style-type: none">➤ Making business accessible to people from different cultural backgrounds and socio-economic levels➤ Provision of more support and relief to businesses so that they can employ more workers and increase job opportunities➤ Ensuring that businesses belong to Chamber of Commerce and to wider business groups in the city, so they are integrated and not operating in silos➤ Encouraging a diverse workforce across businesses in the city
9 Water	<p>A good number of our respondents (70%) indicated interest in this area, with the following submissions:</p> <ul style="list-style-type: none">➤ To provide free water for both home-owners non-homeowners➤ Need for cleaner water➤ Old water pipes to be replaced to reduce residues and colorations➤ Rivers to be cleaned up

Topic of interest in order of prominence	Conversations/ submissions
10 Parks and reserves	Results from our community survey indicate that 66.67% of our respondents want improvement in our parks. Submissions to our elected members include: <ul style="list-style-type: none">➤ Need for eco-friendly, and safe park for children of all ages➤ To make more accessible parks and playgrounds for children and adults with disability➤ To make parks more entertaining by bringing ice cream trucks, balloon artists, music, jesters, etc, and encourage people to get out of the house
11 Rates	In the aspect of rates, we had 66.7% of respondents show interest with some suggestions, which includes: <ul style="list-style-type: none">➤ Investing rates more on projects such as roading and water infrastructure, which are more value for money➤ To have more suitable water rates for residents➤ To consider momentary rate freeze due to current economic hardship
12 Parking	Our community views show 62.50% of respondents have interest in this area. Ideas include: <ul style="list-style-type: none">➤ Create more pay parking places➤ Parking meter charges to be reduced➤ Seniors and mobility parkers to get free parking all day, 7 days
13 Civil defence and emergencies	This is another area that is of interest for our community. Suggestions to our elected members include: <ul style="list-style-type: none">➤ To adequately support training of residents of our community in case of natural disasters➤ To have neighbourhood representatives to provide information residents during emergencies➤ To ensure there are instructions in different languages
14 Safety and crime prevention	Our community wants to see improvement in safety and crime prevention, and have the following suggestions: <ul style="list-style-type: none">➤ To have Close Circuit Television (CCTV) cameras installed in the city centre and public areas

Pasifika Reference Group

The Pasifika reference group welcomes the opportunity to submit their views on the development on the Long-Term plan.

There are many key initiatives which have been put in place by the Pasifika Community and supported by the PNCC over the years. These initiatives have been the incubators of success for many Pasifika youth and their families. These have included things such as the Secondary Schools Pasifika Fusion, the Pacific Study Support centre, various Pacific early childhood centres, Niu Sina a Le Pasefika, The Amanaki Stem Academy, plus many other examples throughout the region.

The view for our Pacific peoples has always been to strengthen our cultures and identity as Pacific peoples. This is also the focus of Pacific Aotearoa - Lalanga Fou.

The goals of Lalanga Fou represent the aspirations of this reference group and should also be the aspirations of the PNCC.

Goal 1 Thriving Pacific language, cultures and identities

Goal 2 Prosperous Pacific communities

Goal 3 Resilient and healthy Pacific peoples

Goal 4 Confident and thriving Pacific young people

With these goals in mind, we wish the PNCC to consider these proposals:

Goal 1 – Thriving Pacific language, cultures and identities

- Continue supporting the current initiatives as outlined above.
- Develop a visual presence of Pacific Peoples in Te Marae o Hine (and/or surrounding area).
- This could be some artwork, photos, or even a Fale Fono (meeting house) in the Square somewhere.
- Redevelop the Pacific Centre at Bill Brown Park or an alternative venue which could be more central and closer to town.
- Host a biannual regional Pacific peoples event.

Goal 2 – Prosperous Pacific communities

- More discussions with housing developers to incorporate more suitable housing designs to include medium density standards which cater for the larger Pacific families.
- Medium density housing located in areas across Te Papaioea not concentrated in certain areas.
- Opportunities for Pacific business or prospective business owners to have access to business mentors, grants or training coordinated by a dedicated Pacific peoples liaison at the PNCC.
- Having a Pacific Peoples Liaison officer to be the conduit to improve pathways to access to housing.
- Opportunities for a PNCC lead Pacific Peoples affordable housing scheme.

Goal 3 – Resilient and healthy Pacific Peoples

- A Pacific Peoples Health Centre developed not just a Liaison at the Hospital.
- Pasifika Health centre developed and Te Papaioea becoming the knowledge hub for Pasifika Health in conjunction with Massey University and MidCentral Health.

Goal 4 – Confident and thriving Pacific young people

- Pasifika youth representation on PNCC or as an additional reference group
- Pasifika youth convention held in Te Papaioea
- Pasifika youth success stories captured and put into a regular publication

A long term goal for Pacific peoples would be to have its own Fale Fono (meeting house). This could be a multi purpose space but with the primary goal of holding formal meetings or events in the space. The Fale Fono would be held in the same regard for Pacific peoples as a Wharenui on a Marae would be for Māori. This would be something special for our Region. The land could be acquired by the PNCC and the Pacific community could join together to generate funds to build the Fale.



An example of a Fale.

As bullet pointed in Goal 2, Housing is a significant issue for Pasifika as cost and availability are constant barriers. A long term goal would be to coordinate with housing developers to build medium density housing in a range of locations across Te Papaioea. Working closely with the PNCC town planners and the PNCC Pasifika Liaison, plans could be developed to locate and build houses in areas that provide Pasifika families with a range of living options. This would include access to a variety of schools, public amenities, parks, shops and different housing options. Currently, there is a concentration of Pasifika in certain areas.

Lastly, as mentioned in Goal 1, a long term goal would be to see some form of Pasifika art or visual representation in the square or other installations across Te Papaioea. Currently there doesn't seem to be anything that Pasifika can relate to that is a fixture of our city. This would help with the sense of belonging and celebration of the Pacific cultures represented in our city.

Seniors' Reference Group

The Seniors' Reference Group supports the proposal put to Council by Aged Friendly Palmerston North to become an age friendly City and Community (the text of this submission is below). This would involve Palmerston North becoming a member of the Age Friendly global network and for Palmerston North as a city to seek WHO accreditation and for Council to also seek government funding to do so.

The context of this support is a resolution by the PNCC Community Development Committee passed on 14 September 2022 to refer the Age Friendly Palmerston North proposal to the Long Term Plan process.

Age-Friendly Palmerston North submission to PNCC 14 September 2022

The Age Friendly Palmerston North organisation requests the PN City Council to start the process of becoming an Age Friendly city according to the World Health Organisation criteria, as soon as possible.

Becoming an age friendly city is a simple process. Information to assist is available through the NZ Ministry for Seniors and the NZ Office for Seniors.

The first action we ask is for the PNCC to join the WHO Aged Friendly Global Network Community and link into the NZ Government's Office for Seniors Age Friendly Aotearoa/NZ programme.

These entities both provide examples of activities, and guidance and support for civic bodies committed to becoming aged friendly, and give access to some NZ government funding for this purpose. From there, it will be easy to develop projects which enable Palmerston North/Papaioea to reach its age friendly potential.

The second action requested is for the PNCC to include its intention of becoming Age Friendly in the 2023 Long-Term Plan and Annual Plan and allocate a budget for its success.

The WHO requires eight areas to be considered when a community is becoming aged friendly. These are: Transport, Housing, Social Participation, Respect & Social Inclusion, Outdoors Spaces & Buildings, Civic Participation & Employment, Communication & Information, Community Support & Health Services.

Palmerston North/Papaioea is already well on the way to becoming an aged friendly city, but, as the process needs to be undertaken by civic bodies not individual groups, it needs the PNCC to do the mahi.

This will mean that the Council will need to participate with interest groups across the city to produce an Age Friendly City Plan, put it into action and undertake reviews. We expect that Age Friendly Palmerston North will be the group which walks beside the Council, assists with consultation with the wider community groups and monitors progress.

Sport Manawatū

General

Established in 1987, Sport Manawatū (SM) is a charitable trust which delivers a range of services and events which benefits play, active recreation, and sporting interests of Palmerston North City, Manawatū, Horowhenua and Tararua. Sport Manawatū headquarters is located at 40 Te Marae o Hine while we have satellite offices based in Feilding, Dannevirke and more recently Levin.

Thank you for the opportunity to present our views on matters likely to affect our sector in the future. These views are outlined below:

- Working collectively and collaboratively across agencies is more important now than ever. whānau face many challenges such as transport, cost, housing and so forth. If we all work in silo on our own areas, we will never drive systemic change. All areas of health and wellbeing are interlinked, and whānau need a more holistic approach to understanding their needs and their aspirations to truly make meaningful change.
- Play, active recreation and sport is so much wider than just getting active, it creates opportunities for whānau and community connection and cohesion. Play, recreation and sport carried out in a responsive way to meet the needs of the community can act as a vehicle to create wider opportunities to improve health and wellbeing and create thriving communities. To achieve this, we need to work collectively with our partners, iwi, Māori, and our communities.

- Play, active recreation and sport is also an opportunity to better highlight the wonderful spaces and places in the community. Free public spaces and places reduce barriers for the community to get out and get active together. We need to work collaboratively to protect these environments and spaces, particularly our green spaces for future generations. There is also an opportunity to use walkways and spaces as one way to preserve and tell the story of local history and culture.
- The Active Communities Fund application process is managed in a discreet manner to offset the realities of it being at risk of it being oversubscribed. While we do not actively advertise the fund, it is essential for increasing community participation, regardless of age. We can currently support people with up to \$500, so if 20 people apply for \$500 then the fund only benefits very few people. We could easily allocate \$50k annually to this fund and make a significant impact on the activity levels of the least active in the community.
- The Sports Event Partnership Fund has been a critical strategic tool supporting our sector while also proving economic benefit for the Council stakeholders. Each dollar Council invests returns close to \$40 in economic benefit to the city. The current allocation of \$260k has been just enough for retention of events, but now with other councils investing on infrastructure and attraction funds, it will be a challenge to both, retain the events we currently host and even more difficult to attract new events.

- A number of athletes knock on our doors each year seeking financial support to pursue excellence in sport. They all come in need of funds to allow them to compete at the highest level. Is there an opportunity for Council to consider a fund which supports these athletes?
- We recommend all sectors come together to discuss how we collectively respond to the looming recession. The greatest area of need other than financial stability in the home will be provision of activities and services to supports mental and emotional wellbeing. Physical activity is a crucial mechanism for the health of the community. It is essential whānau can access activities, spaces, and places for free to support their mental, spiritual, and physical health.
- The sector needs to be more considered in its efforts to recruit and retain Volunteer committees involved in sport administration. Added compliance requirements under the revised Incorporated Societies Act will further divide a workforce already stretched. Less skilled people are volunteering and when they do, the expectations can be more onerous than those in paid roles. Having fun and enjoyment needs to come back into making volunteering attractive.
- Finally, we would like allocation in the LTP for infrastructure changes which promotes active travel to schools. The need for this would be identified through school travel plans with the school's agreement being necessary before any changes are made. Sport Manawatū is contracted to do two school travel plans annually.



HE AHA RĀ NGĀ WHĀINGA MĀTUA? WHAT REALLY MATTERS?

Square Edge Community Arts

Ko mātou tēnei
Who we are

arts – together - transformation

Square Edge Community Arts are a not-for-profit community arts organisation with over 40 years of experience working with and within our community. Square Edge are governed by a community board with council representation and have a team of four passionate staff all working part-time hours to manage our arts centre building, galleries, gallery shop, tenancies, and a wide array of programmes and events. We house, host, and offer self-representation and the opportunity to build sustainable incomes to our eclectic, vibrant, colourful and hugely diverse community.

Tā mātou mahi
Our mahi

Square Edge encompasses the broadest definition of the arts. Our beautiful three story art deco building houses artists and creatives in many different genre – we have drama and language schools, a voice teacher, picture framer, cabaret performer, voice and nga taonga pūoro artists, painters, art classes, an arts therapist, Māori health practitioners, jewellers, a sign writer, a creative space for people with disabilities, plastic free grocer, florist, pottery studio, sustainable bookstore, café and much more. Our venues host a stream of creatives running and attending workshops, yoga classes, music, theatre, comedy, and dance rehearsals, classes, and performances.

As a sector-lead organisation Square Edge holds space for and offers guidance and ongoing practical support to many organisations, groups, and individuals. We collaborate to develop new programmes and initiatives and are perceived as the space to ask about and get involved with all things creative. Our reputation as an innovative and supportive space means that we are often asked for advice by other arts organisations across Aotearoa.

Every month Square Edge hosts artists' exhibitions in our three beautiful gallery spaces, and once a year we manage and deliver the huge Art Trail Manawatu event showcasing over 100 artists in studios and venues across our region, bringing in many thousands of visitors. Our gallery shop offers authentic local artwork for sale, also with the intention of building sustainable incomes for our region's creatives. Square Edge partner with Massey University and Palmerston North City Council to deliver the Palmerston North Artists in residence scheme, bringing the inspiration of three talented artists and writers a year into our city.

Our mahi is dynamic, people-driven, and at the colourful, expressive, vibrant creative heart of the Palmerston North community.



Hei huritao Reflections

As an organisation Square Edge strongly support PNCC's strategic goals for our city. With the instigation of our new strategic plan in 2020, and in response to the dynamic change that the Covid 19 pandemic brought, our organisation has rapidly evolved to offer innovative approaches to meet the needs of constantly fluctuating environments and community needs. Over the past three years we have moved both our exhibitions and Art Trail Manawatū studio visits and artist profiles online. We are currently also developing an accessible online workshop space and free online artist mentoring programme to improve arts access.

Our organisation is a public space that offers refuge and connection to many people who sit at the margins in this city. People wander through the galleries, sit quietly in our courtyard gardens, sleep on our couches, play our piano, run up and down the stairs, meet each other in our café, and engage with our warm community of tenants. At Square Edge we embrace difference and that makes our space safe.

The Square Edge galleries provide a venue for the robust voices of creatives to express narratives that approach social, cultural, justice, environmental, and political issues visually, offering a unique way into these for the over 200,000 visitors that come through our building each year. Agitation, activation, advocacy, and education happen in a different way through the arts, but they build awareness effectively. Many of our exhibitions challenge entrenched perspectives, offer self-representation to marginalised and 'unseen' groups, and shake up the status quo. They also inspire and exemplify technical and aesthetic excellence, honour community and cultural narratives, bring in people who may never normally engage with art, and create conversation around difficult discourses.

Hei awhero Aspirations

The Square Edge space offers a microcosm – a snapshot of a community doing its best to care for and encourage each other, our visitors, our city, and our environment. While we are constantly working towards being a safer, more inclusive space (and we don't always get that right) – we are making a difference right now. What we are trying to achieve through the arts (like so many other organisations) reflects the councils' broader goals for our city.

Our aspirations are built on our relationships and our broad understanding of the arts as a vehicle for change, connection, and transformation.

We aspire to:

- still be here doing this mahi in another 40 years
- respond to the communities' needs and aspirations
- artists and arts organisations sustaining themselves financially
- contribute to a broader landscape
- to reach into and offer space to our whole community

Hei mahi māu What can you do?

There is often a sense that the arts are a separate part of community – they are just for artists and creatives to dabble in...kind of a 'nice to have space' that makes us feel good but that isn't necessarily relevant to everyone, or as important as other more functional aspects of our city.

The arts and community wellbeing and connection are interwoven.

The arts and broader social and environmental issues are interwoven.

As our city representatives and kaitiaki we ask you:

- to invite arts representatives into discussions around all aspects of our city management and representation
- to consider the part the arts can play in the many diverse operations of our city and to allocate budget to making this happen
- to support our artists' and creatives' aspirations, events, and voices – come along to exhibitions, performances, and arts events and listen to your community through this critical avenue – you might be surprised by what you hear!
- Not to under-estimate the power of creativity in creating change – art is a powerful taonga - a treasure that reflects the cultures and experiences of your constituents

To see us as more than just an add-on to the real business of council.



HE AHA RĀ NGĀ WHĀINGA MĀTUA? WHAT REALLY MATTERS?



Te Pū Harakeke Community Collective Manawatū

E kaikaunihera mā, tēnā koutou,

Thank you for the opportunity to make a brief contribution at this early stage of your 2024-33 Long Term Plan.

Background

Te Pū Harakeke—Community Collective Manawatū (formerly the Palmerston North Community Services Council) has enjoyed a positive and productive relationship with PNCC for more than 50 years. Te Pū Harakeke is a collective body for community and social service organisations in Palmerston North and the Manawatū. We currently have a membership of more than one hundred for-purpose organisations, along with a small number of individuals working in the local community and social sector.

Our vision is to see a strong, vibrant, and connected community sector in the Manawatū, and our mission is to empower community groups to participate in, and contribute to, the community and its wellbeing.

We are extremely grateful for the Council's ongoing support for the community sector, in particular the Council's commitment to financially supporting community groups through a range of funds in the Council's current and previous long-term plans. This enables the community sector to deliver a vast range of services and activities which improve the wellbeing of the people of Palmerston North.

Community Development

In the Community Development chapter of the Connected Communities Plan 2021 (p. 17), community development is defined as “the process of enabling diverse groups to share concerns, plan for the future, capitalise on opportunities and strive towards wellbeing” – we believe community development goes further – stepping in and doing the work alongside communities, while always being led by that community.

It is important that in setting out your plans as a Council, communities are empowered to bring their own grass-roots solutions, and that Council back this up with funding, support, facilities and resources. Communities must be allowed to determine their own outcomes, and access to funding and resourcing should not be unnecessarily cumbersome.

To this end, we acknowledge the role your Community Development Team plays in assisting and empowering the sector and ‘doing the mahi’ alongside communities and encourage Council to continue investing in this. It is also important for Council to be aware of the power or influence that both elected members and Council officers hold in the for-purpose sector and the effect that this can have on the future and viability of organisations – for example, a funding allocation to one organisation over another can have a long-lasting impact.

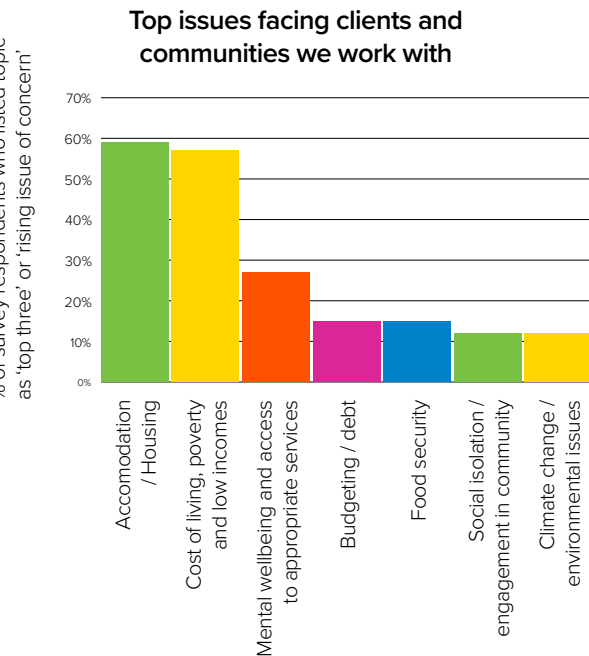
We believe Council also have a role in advocating for the local for-purpose sector at a national/ central government level, and it is important that both Councillors and officers maintain strong relationships across the breadth of the sector to effectively fulfil this role.

Social Wellbeing

As you are aware, the Local Government Act sets out the purpose of local government as promoting the social, economic, environmental, and cultural well-being of communities in the present and for the future. Our primary focus is social wellbeing (although many of our connected groups work in the other areas also).

In preparation for the recent Social Wellbeing Forum, we asked workers in the community sector¹ what the biggest issues their clients/ community are facing, and if there are any other social issues they are concerned about.

There were some very clear themes, none of which will be particularly surprising – housing and the cost of living were by far the most common responses, followed by mental health, budgeting, food insecurity, social isolation and climate change.



It is clear that many in our community are struggling to meet their most basic needs – and as we know, until physiological and safety needs such as food and housing are met, mental wellbeing and other needs which contribute to a happy and healthy life tend to take a back seat.²

We therefore encourage the Council to keep these issues front of mind when preparing your next LTP and allocate resources to programmes, services and community groups who are working to address these needs.

In the housing space, we applaud council for its previous commitment to building more social housing, and encourage you to keep doing what you can in that space, as well as working to enable the development of new housing in any way you can.

The Community Sector

We also asked kaimahi in the sector about how their organisations are faring. The 'top issues' were much more varied, but common themes were

- Funding – availability of funds and long-term security of funding
- Recruitment and retention of quality staff
- Coordination and connection between services

Kaimahi are generally confident in their organisations' outlook.

They are most confident in their organisations' capability (i.e. that they have the skills and knowledge required) (65% fairly confident or very confident).

They are least confident that they have the capacity (i.e. time, energy or resources) to achieve their desired outcomes (27% not at all or a little bit confident).

There is a small group – around 5% who are not at all confident across three of the four measures.



¹ The survey was sent to all of our community sector contact list, respondents who indicated they worked in local government or the public service were removed. 44 responses remained. Full results will be included in the Social Wellbeing Forum Report.

² Consider Maslow's hierarchy of needs; see Maslow, A. H. (1943). "A theory of human motivation". Psychological Review. 50 (4): 370–396.

To continue working towards greater coordination and collaboration across the for-purpose sector, we encourage the Council to continue investing in 'Sector Lead' organisations, which help bridge the gaps between different services and establish relationships throughout the sector. We suggest the Council considers establishing a discrete fund for Sector Lead Partnerships, separate from the Strategic Priority Grants, so that this work does not take away from or compete with services delivering frontline services.

Finally, we encourage the Council to increase the funding available to groups delivering essential services to improve the social wellbeing of our city's residents. We understand that in this tight economic climate, this will not be easy. However, community groups operate on a shoestring budget – this often results in staff becoming overworked, for much lower pay than they could earn in the private sector or in the public service. Increasing the funding available to enable organisations to employ more staff, at wages closer to market rates would make the single biggest difference in increasing the capacity of the social sector. We believe that this investment will make an exponentially greater impact to the wellbeing of the city than the small savings that could be made on rates bills.

Historically, Palmerston North has been a leader among territorial authorities in providing funding and support for the community sector, and we encourage you to continue this in the 2024-34 long term plan.

Te Tihi o Ruahine Whānau Ora Alliance

This submission is provided on behalf of the Te Tihi o Ruahine Whānau Ora Alliance for the purpose of advocating and highlighting our key aspirations for Palmerston North City Council (PNCC) to actively consider in the Long Term development and planning processes which will impact on the social, economic, environmental and cultural wellbeing of our Māori communities within the City.

Te Tihi o Ruahine Whānau Ora Alliance was established in 2013, with 9 local Iwi and Māori health and social service providers, hapū, marae voices and local branches of national Māori organisations. The members located in Te Papaioeā include:

- Best Care (Whakapai Hauora) Charitable Trust,
- He Puna Hauora,
- Rangitaane Māori Wardens,
- Te Wakahuia Manawatū Trust,
- Māori Women's Welfare League (Rangitaane ki Manawatū)

Wider membership includes Ngā Kaitiaki o Ngāti Kauwhata Incorporated, Te Roopu Hokowhitu, Māori Women's Welfare League (Ngāti Kauwhata), Rangitaane o Tāmaki nui a Rua and Muaūpoko Tribal Authority who are located across the wider central region; Tamaki Nui ā Rua, Manawatū and Horowhenua.

Te Tihi o Ruahine came together with a shared commitment to the Whānau Ora movement. Importantly, each organisation continues to operate under their own mana motuhake providing a wide range of services, initiatives and programmes to support the aspirations, growth and development of whānau within their respective rohe. As an Alliance, Te Tihi is committed to "Reaching New Heights" together with Whānau, Hapū and Iwi.

Te Papaioeā population

To provide brief context to the makeup of the Māori population, we can see that the overall total population within Te Papaioeā is 84,639 (Census, 2018), whilst the count for Māori is 16,700.

Of this count, the median age for Māori is 23.3 years old (Census, 2018) which is much younger in comparison to that of the total population at 34 years old.

Population projections

Infometrics suggest our rohe will continue to grow, with the total projected population size in 2043 estimated to be about 110,700. This includes changes to the proportion of whānau identifying as Māori increasing to 26% (currently 18%). There will also be significant increases of people identifying as Asian and Pacific ethnicities.

There will also be changes to the current age structure. By 2038 it is predicted that, 41 percent of 0–14-year-olds in the city will identify as Māori and 17 percent with a Pasifika ethnicity. 18 percent will identify as Asian and 70 percent European (MDHB Health and Wellbeing Plan 2019-2024).

Aspirations

Tangata Tiriti engagement with Māori as Tangata Whenua

Across time the politicisation of the Treaty and Te Tiriti has shifted and moved based on both the capacity of Tangata Whenua to advocate for the original intent and vision of Te Tiriti o Waitangi and the priorities of the government of the day. Therein the positioning and focus on Māori rangatiratanga (explicit within Te Tiriti has been through a journey; having very little relevancy within the Treaty / Te Tiriti relationship, when ruled a nullity in 1877, to having a greater presence in policy and strategies across all sectors; this journey can be readily seen within a local government context with the establishment of Māori wards.

This journey has also seen huge shifts in the discourse for advocacy of Māori advancement, from a "Treaty partnership" to re-defining Te Tiriti relationships between Tangata Tiriti and Tangata Whenua. The shift to Te Tiriti relationships sees mana motuhake take focus; an acknowledgement that one people does not mean the same people, nor should it. It is a celebration of diversity and a recognition of the beauty and value of Māori indigeneity.

Within this context, Tangata Tiriti play an integral role to deconstructing non-Māori systems of knowledge and approaches that have and continue to be a barrier to effectively mobilise Māori ways of knowing. It is imperative that Tangata Tiriti also see themselves as an important catalyst in enabling Māori to advance and operationalise this across all levels. Local Collective Impact initiatives¹ Kainga Whānau Ora and Ora Konnect present an opportunity for PNCC to effectively activate their role as Tangata Tiriti at a governance level by ensuring Council representatives have:

- robust knowledge of Collective Impact
- the appropriate level of decision making power,
- access to relationships to mobilise operational kaupapa and
- access to resource to contribute to collective aspirations.

Other areas that present high leverage opportunities for Palmerston North City Council to actively contribute as Tangata Tiriti to the advancement of Māori within Te Papaioeā include, Health and Wellbeing, Housing, Kai Sovereignty and Data.



HE AHA RĀ NGĀ WHĀINGA MĀTUA? WHAT REALLY MATTERS?

Health and wellbeing

Over the past 18 months, a number of developments have been occurring simultaneously across Te Aka Whai Ora (TAW) and Te Whatu Ora (TWO) nationally, regionally and locally. While Te Whatu Ora can utilise existing resources to inform and improve their health systems and processes, Te Aka Whai Ora are in a concurrent development and operational phase, having started from scratch.

The challenge for Te Aka Whaiora and the wider supporting stakeholders (which includes Māori organisations in this community) is to understand the position of Māori – to prioritise a Te Ao Māori perspective.

Some of the work that is in development across Te Aka Whai Ora and Te Whatu Ora includes (but is not limited to):

- Commissioning and Co-Commissioning Framework development
- Data Governance and Māori Data Sovereignty
- Establishment of Locality Prototypes
- Finalised New Zealand Health Plan
- Performance and Accountabilities Framework
- Transition of current DHB system into the new Health System
- Establishment of Iwi Māori Partnership Boards
- Locality Plans

Māori are advocating and activating a Māori world view across an ever-evolving health sector and support from PNCC as a Te Tiriti partner will be required.

Under the mantle and Leadership of Rangitaane o Manawatū Iwi and with support of Te Pae Oranga a Ruahine a Tararua (Iwi Māori Partnership Board), partners dedicated to the health and wider wellbeing of Te Papaioeā have come together to collectively develop the locality plan for the implementation and delivery of community health and wellbeing services across Te Papaioeā. The locality plan should look to clearly define and provide investment pathways that focus on ensuring:

- Wellbeing and health priorities are informed by whānau voice and whānau data.
- Community aspirations are supported by strong leadership, effective governance models and collective and shared infrastructure.
- Line of sight to socio-economic and cross sector initiatives contribute to wellbeing within our community.
- Quality systems and infrastructure that enables Data Sovereignty.
- Workforce Advancement across matauranga Māori practice and the regulated and unregulated Māori workforce.
- Matauranga Māori is embedded within system infrastructure to guide models of care and the subsequent practice.
- Clear communications enable transparent practices and a well-informed community.

Involvement of PNCC within the governing group, Te Roopu Kaitiaki, will be crucial to:

- Actualising the strategic direction.
- Utilising their exhaustive networks to enable access to places, resources, expertise and spaces.
- Illuminate opportunities that support the wellbeing of our people to achieve Whānau Ora and contribute to making Te Papaioeā the best City in the world for our citizens.

Kai Sovereignty

Te Tihi o Ruahine, Iwi and wider Māori organisations have actively led the Kai Security space during the covid pandemic and has enabled us to develop solid relationships within this sector. As we continue to have an active role, it is important that long term plans have strong support from the Council. Te Whare Pukai (Te Tihi Distribution Centre) is a demonstration of Te Tihi meeting immediate needs for Kai Security but going forward we require support as we develop a strategic approach to be a part of growing Māori economy, increasing whānau self-management and opportunities to continue working with others (including the Council) to ensure Kai Sovereignty and Kai Security for whānau in the City. This links with Housing Security and Health and Wellbeing to ensure a multi-faceted and collective approach to addressing basic human needs across the City.

Key areas for consideration include:

- Continued strategic relationships with Te Tihi regarding Kai Sovereignty and Kai Security in the city of Te Papaioeā.
- Continue to partner with Te Tihi in on-going developments utilising a Whānau Ora approach.
- Mapping of food foraging spaces across the city, increase fruit and citrus with a decreasing focus on deciduous trees.
- Focus on planting of native trees to enhance birdlife and for easier access to rongoa.



HE AHA RĀ NGĀ WHĀINGA MĀTUA? WHAT REALLY MATTERS?

Housing

The drivers of housing insecurity include systemic issues of accessibility that inequitably impact whānau who have challenges centred around financial literacy, debt, unemployment, health and mental health. Accessibility as an issue is driven by housing shortages and further exacerbated by the cumulative effects of poor cross-sector line of sight and collaboration for transitional housing and experiences of personal and institutional racism. This is largely felt by our Māori communities, with 51% of those on the housing register identifying as Māori.

In the Council's 2021-2031 10 Year Plan, PNCC had identified homelessness as an issue in response to submissions relating to emergency housing and requested that options relating to a night shelter be considered. Te Tihi was approached to lead this piece of work however had put forward that to understand a need for accommodation such as a night shelter was to understand the broader environment of housing insecurity being experienced by people across the City. Housing Insecurity therefore became the underlying focus for understanding the issues experienced by residents within Palmerston North.

This focus opened the conversation to understand the broader determinants of Housing Insecurity and the breadth of people within our communities who experience living in their cars, sleeping on people's couches, living in overcrowded conditions, sleeping rough and so forth. The stereotypical picture of who is homeless is now more intense in who that encompasses across the City.

As highlighted in the report, there are a number of housing specific providers operating in the City however there is an abundance of social and health services who have a significant role in supporting people dealing with the consequences of inadequate and insecure housing. Collective Impact provides a framework for coordinating these services and providing overall direction with implementing the recommendations we have presented in this report.

With a focus on those experiencing housing insecurity, a key recommendation was for PNCC to lead the coordination of a Collective Impact approach that provides clear line of sight across the housing continuum for both whānau and those working in it; exploration and investment in existing providers of over-night services; and investment in community spaces for basic human needs.

With a wider lens on whānau who have aspirations for homeownership, it highlights clear opportunities for Council to have a greater presence in the long-term approach to housing security within the city. Excitingly, Te Tihi o Ruahine alongside Te Ranga Maro present a model that has the ability to scale and continue to provide pathways for homeownership and contribute to alleviating housing insecurity. This mahi is not done in isolation of wider stakeholders and Council plays a key role in enabling development.

Key areas for consideration include:

- Continued strategic relationships with Te Tihi regarding housing and land use in the city of Te Papaioeā.
- Opportunity for partnering in the acquisition of land.
- Making land available for acquisition.
- Continue to partner with Te Tihi in on-going developments taking a whānau ora approach.
- Enhancing and developing recreational spaces that are easily accessible for whānau living in the 4412.
- Support for resource consent applications.

Improving access to data

Across multiple projects and programmes Te Tihi is a conduit for our wider Māori network to capture large amounts of whānau data in a secure manner. As indigenous peoples, we believe data access and use should be underpinned by the principles of Māori Data Sovereignty and position ourselves as kaitiaki within this context. As kaitiaki it is pertinent we ensure Data Sovereignty is understood, is actualised into usable tools, maintains a strength-based approach to data analysis and implements robust security protocols. Also, significant to Data Sovereignty is maintaining the rights of whānau (those who the data is about) to have mandate of use, access and dissemination.

The development of data infrastructure for Māori and Iwi providers in our rohe serves to improve our ability to design and develop kaupapa that effectively serve the needs and aspirations of our hapori. Equally, enable services to return data back to whānau so they are able to make informed decisions and manage their own pathways for ora.

Council could play a key role in enabling better data and wellbeing outcomes through:

- Partnering with Te Tihi to enable access to council held Māori data.
- Mutually beneficial workforce development programmes specific to data e.g. workplace exchanges, peer to peer learning.
- Building relationships that foster collaborative working to achieve awesome wellbeing outcomes for our City.

Summary

Our key aspirations for Palmerston North City Council (PNCC) to actively consider in the Long Term development and planning processes are clearly defined in this submission as:

- Health and Wellbeing
- Kai Sovereignty
- Housing
- Data

Whilst we have highlighted the above aspirations, it is important to note that Te Tihi is not limited to these areas and that we have clear line of sight across many other aspirations that support the wellbeing of our Māori communities.

As Tangata Tiriti, the PNCC play an integral role to deconstructing non-Māori systems of knowledge and approaches to effectively mobilise Māori ways of knowing. It is imperative that Tangata Tiriti also see themselves as an important catalyst in enabling Māori to advance and operationalise this across all levels.



Part two: Student research projects

Leearna Amos

Student issues – Content analysis of Massey Confessions Facebook

Introduction

This research aims to gain insight into the issues Palmerston North tertiary students face. The goal of understanding these issues and bringing them to you, elected members, is to consider student issues when creating the long-term plan to improve the relationship between Palmerston North and its students.

The Facebook page ‘Massey Confessions’ allows Massey University students to anonymously confess anything they wish, and these confessions often relate to issues students face on or off campus. Recent posts from this page have been analysed to gain a deeper understanding of these issues.

Method for analysis

The Massey Confessions page has been analysed using the content analysis method to identify patterns of themes in the posts. Confessions for analysis were selected based on the following criteria:

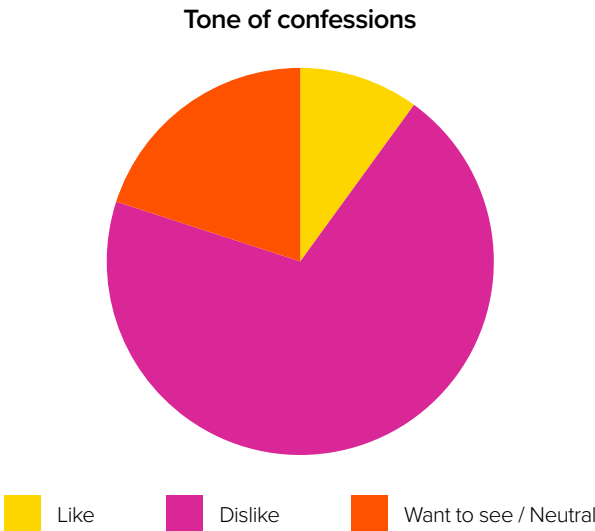
- Posted by Palmerston North-based students;
- Main topic surrounded issues in the city and/or the student’s personal issues;
- From 2022.

A total of 20 relevant posts have been selected for analysis and the posts will be broken down into categories of neutral/things students want to see in the city, likes and dislikes about the city or their lives.

Drawbacks of using this method include that these confessions are typically student complaints so the data is primarily on dislikes. Also, this page is for Massey University students, so the findings of this analysis may not speak to the issues of other Palmerston North students attending institutions such as IPU and UCOL.

COVID-19 had an impact on Massey University students in 2022, resulting in many classes being online via Zoom and this has been taken into consideration. The researcher undertaking this analysis is from Palmerston North and is a student at Massey University, so they may have unconscious biases but is using their knowledge to help enrich and interpret the findings of the analysis.

Analysis



Positives:

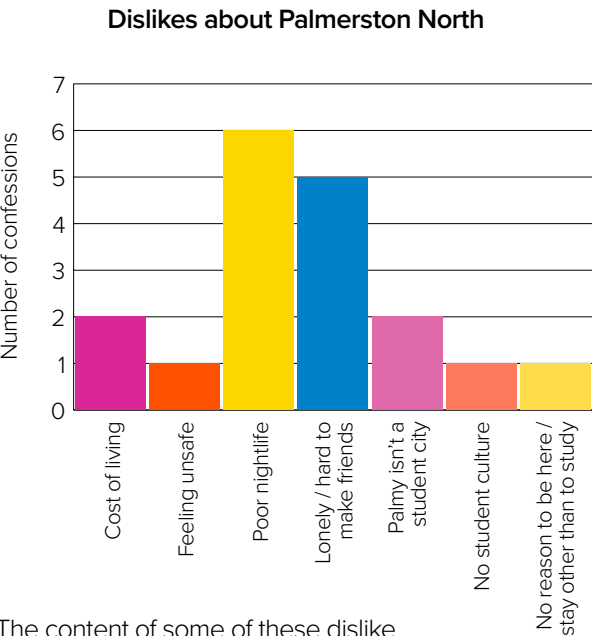
From the total of 20 posts, two posts from 2022 express positive reactions from students to things about Palmerston North. Both posts are shout-outs to the great work by:

1. Snails: Artist-run space;
2. PNCC's social media team.

Want to see/Neutral:

This second category has four posts, two of which are posted by students looking for house/techno music events in Palmerston North. Another student’s post uses the hopeful wording “I wish” to express their desire for more beer gardens and rooftop bars in the city to enjoy during the summertime. The last post explains a dislike for Massey University Students Association [MUSA], who are the student representatives at the Manawātū campus acting as a liaison between students and Massey University. This confessor describes their dissatisfaction with MUSA as it feels out of touch with students and does not provide fun events during times like O-Week.

Dislikes:



The content of some of these dislike confessions involve multiple categories and have been counted as such.

Although the cost of living only has two counts, it is an interesting topic. The cost of living is going up nationwide and Palmerston North is comparatively cheap compared to other university cities, however, confession #0739 points out that it is also about value for money:

“May as well break my bank at a better city”.

Poor nightlife counted as the most common dislike about Palmerston North from Massey University students. The concerns with the nightlife varied from complaints about bad bars, expensive drinks and terrible music. A couple of the posts mention the idea to reopen the Fitz as currently there is no student bar in Palmerston North.

The second most common issue experienced by the Massey University confessors is feeling lonely and having difficulty making friends. According to these posts, this is caused by a combination of the lack of opportunities in the city and on campus for students to connect with people, as well as COVID-19 which moved many classes online in 2022 and increased feelings of isolation from others and loneliness.

Discussion

Massey University students face individual issues such as mental health struggles, difficulty making friends, financial hardship, loneliness and difficulty finding places to socialise. The overarching issue felt by students is that Palmerston North is not designed for them, there is an underdeveloped student culture and both a physical and emotional disconnect between Massey University and Palmerston North City. There is no single cause for this; to solve it, Massey University, Palmerston North and the students themselves need to work to improve this relationship.

There is also a poor relationship between Massey University students and MUSA which is an opportunity for PNCC and local businesses to fill the gap left open by MUSA. Providing experiences off campus during times like O-Week could help involve students in the city and boost the local economy.

Although poor nightlife and the lack of student bars was a common dislike about Palmerston North, I believe the desire for better nightlife stems from students wanting to make new friends and let their hair down to escape from the stress of studying. A student bar could make students feel welcome in Palmerston North and help develop the student culture within the city. Bars such as The Fitz and The Office have been shut down due to many issues including non-compliance with liquor licences, safety issues and concerns about encouraging alcoholism. Improving the nightlife in Palmerston North could be achieved by providing support for bars and students to make responsible decisions.

Bettering the relationship between Palmerston North and its students will benefit not only students but the city as well. Currently, the city is not seen as a desirable place to stay after graduation:

“People only move to Palmerston North to study, so when they’re done... Adios!”

– Confession #0826.

University produces newly qualified individuals looking for employment and giving these graduates a reason to stay in Palmerston North with their skills would serve the city and promote growth.

Overall, to consider student issues when creating the long-term plan the primary focus should be on improving the relationship between students and the city and making Palmerston North more student-friendly as students feel like visitors to the city rather than people who can call it home.



Tatyana Kooznetzoff

Exploratory qualitative research on what really matters for 18-30 Year-olds in Palmerston North



Photos by Tatyana Kooznetzoff

Introduction

He aha rā ngā whāinga mātua? To understand what really matters through the lens of 18–30-year-olds I have conducted 9 interviews and received 2 written and visual responses with the intention to reflect a diverse range of views. These viewpoints, likes, dislikes, aspirations, and expectations have been categorized, by me, into goals of the 2021-2031 Palmerston North 10-Year-Plan. The goal of categorizing the responses was to find a connection, or lack of, between the views found in my responses and the aspirations of the current Long-Term Plan [LTP]. Hopefully, through this analysis, a better understanding of the younger generations needs and wants can be digested by you, the councillors of Palmerston North.

Discussion



LTP Goal 1
Innovative and growing city

City Growth

City growth is specifically, how well-designed development and urban design should contribute to affordable housing, development investment, retention of talent, and long-term prosperity. The positive consensus from project participants is that housing is affordable, and the Esplanade and river walkways provide prosperity and wellbeing. Those who have access to these areas on their way to university and work find it provides a better feeling compared to the arterial roads that fill our city.

When it comes to development interviewees felt Palmerston North was lacking in innovation. From their perspective, well designed and innovative development meant integration between residential and commercial. There was a feeling that Coleman Place, and George, Main and Church streets, had office blocks that aren't in use and should be incentivised to become apartments. They believe terraced housing and greater densification within the city would boost development investment and retention of talent.

Economic Development

The 2021-2031 LTP states economic development's purpose is to support local industries and encourage investment in our city through funding external organisations and achieving a positive city reputation. Many feel that Palmerston North's central North Island location is part of our selling point: however, they also feel the attempt at interregional travel is lacking. In conjunction, despite affordable and good shopping our nightlife doesn't have variety to suit all age groups, events aren't reaching our demographic, and there is a lack of businesses that are activities. Better interregional travel would allow those who want an action-packed weekend to go to another city. But, unless Palmy invokes and promotes activities designed for the younger generation, we will neither retain this generation for the workforce nor incite others to visit our city.

“Working remotely, you can work anywhere so, why would you live in Palmy. Socially and culturally, it has nothing for a young professional”

“Palmerston North – a real ‘kiwi’ student city” (Rosser, 2009) is no longer.

Aside from one participant, this loss of a young soul is believed to be having a negative effect on the retention of young people. Those at university feel the promotion of distance over internal learning is negatively affecting the ability to retain young professionals as they enter the workforce. Those working, notice the imbalance of demographics.



**LTP Goal 2
Creative and Exciting**

The LTP aims to be creative and exciting through the collective impact of public and private projects and using the community to bring life to public space. Palmy isn't a big city, which is found to reduce stress and pressure. Current community projects are welcoming and easy to get involved in, but there is not enough to do for people who don't have kids. Areas outside the Square are described as "just houses and streets" and there is a consensus that something significant needs to happen for it to feel alive beyond the city centre.

Improvements:

- Incentivise the late-night cafes
- Advertise and provide events tailored towards the demographic which does not have kids to reduce harm and provide inclusivity
- Utilise the river area with businesses and activities rather than just recreation
- Arterial roads to become one lane with a tram
- All residential streets should be 30km an hour
- Relatable art and sculptures – integrate heritage with contemporary design
- More heritage value retention like George Street for safer pedestrianisation

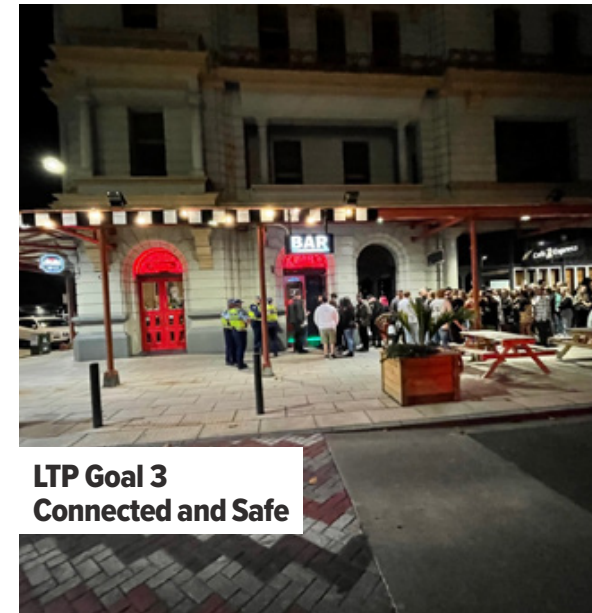
“The priorities of students are changing. As much as flat parties are great, lots of students are looking for a more communal, social, and “wholesome” way to destress from uni work”

Active Communities

Provide active recreation by working with organisations

Why are there industrial/car dealership businesses in the middle of town? Use this space for and to:

- Promote activities for lower income families and schools
- Safer roads for cyclists
- Access to all modes of transport in all sociodemographic areas
- Promote businesses that are activities
- Big markets in the middle of town



**LTP Goal 3
Connected and Safe**

Palmy wants to be a city where people feel connected, included, and safe through developing, providing, supporting, and advocating for services, facilities and events that do so.

Interviewees felt there were three areas for improvement:

Inclusivity

The Palmerston North community is believed to have become less racist and more accepting. However, there is a need to remove the boundaries of sociodemographic groups.

“It would be nice to see community programmes from inspirational people for different groups of people to remove stigma”

Transport

There was agreement that our roads are not safe nor overly inclusive due to poor driving, inequitable access to all modes of transport and careless council ideas. The planter box mentality is best described as “not catering to their surroundings. There are no plants in them, and they lack purpose on a main road where people speed.”

Nightlife

When it comes to Palmy's nightlife, people believe ineffective monitoring and rules alongside a lack of variety is causing more harm than intended. Noticeably, community events regularly end at 8pm, leaving energized people loitering the streets effecting the walkability of our city at night. “More freedom, less harm,” said one interviewee.

Additionally, we have one club, accessed down an alleyway for all to convene. The reality is, we have 18-50 year olds drinking and dancing in the same room causing concern for safety and sexual abuse. With more variety could come greater safety.

Key Improvements

- Take some of the roads back from cars
- 30km speed limit
- Shared paths along main corridors
- Monitored cameras within our city streets could provide safety and jobs for everyone
- Within and close to the city reduce the allowed size of residential property fences



**LTP Goal 4
Eco City**

River Environment

The LTP says the city should increase the health and amenity of the river environment and the use of it for passive and active recreation. The river environment and ongoing council developments along this area are considered both beautiful and useful. The bike paths are excellent and the activities along the water are engaging for kids and adults. As this environment is our biggest asset it is noted we could retain more people if it was integrated with the city.

The phrase “The city smells like cow poo” acknowledges that the state of our river must be improved for the benefit of the greater city.

Eco City

- Greenhouse Gases
- River Amenity
- River Recreation

Decreasing Greenhouse Gases

There was unanimity on improving our interregional travel, including through support for the Capital Connection. If we can get people here in an environmentally friendly way the city will also benefit economically. Some said “PNCC should be contributing to the cost of the Capital Connection to add to its services. Although it is not a requirement, it is in their best interests.”



**LTP Goal 5
Good Governance and Active Citizenship**

➤ Good Governance

➤ Active Citizenship

“The things that will engage our young people will only happen if we incentivise young people to be engaged”

The purpose of goal 5 is to provide opportunities to actively engage residents in decision-making processes whilst supporting elected members to excel at good decision-making. It is believed there is a large population of the younger generation that do not vote in local elections and that previous attempts at incentivising young people are not working. Consequently, we are seeing issues. Palmy has a lot of young people but, advertising, events, and pushing for engagement seems to be geared towards families and old people. It is in the council’s best interest to provide an innovative range of opportunities for us to become stakeholders in the future of our city.

“If voters voted things might change but they don’t”

Making good decisions will always be arbitrary but ideas as to how to make good decisions have been provided by a few of the participants.

- Eradicate the planter box mentality and do things with purpose. “Not catering to their surroundings. There are no plants in them, and they lack purpose on a main road where people speed”
- “Instead of doing things incrementally, have a big plan and fix it all in an integrated way”
- “Keep Palmy, Palmy. But that doesn’t mean we want the weird green logo everywhere”
- “Don’t false advertise: It isn’t a student city. Solve the problem and then advertise”





Te Kaunihera o Papaioea Palmerston North City Council
pncc.govt.nz / info@pncc.govt.nz / 06 356 8199 / Te Marae o Hine – 32 The Square, Palmerston North

MEMORANDUM

TO: Council

MEETING DATE: 5 April 2023

TITLE: Business Assurance Report - Long Term Plan Review of Programme Planning, Budgeting, Prioritisation & Benefits

PRESENTED BY: Masooma Akhter, Business Assurance Manager, Andrew Boyle, Head of Community Planning and Andrew Wade, Director - KPMG

APPROVED BY: Donna Baker, Acting Chief Executive Unit Manager

RECOMMENDATION TO COUNCIL

1. That Council receive the memorandum titled 'Business Assurance Report – Long-Term Plan Review of Programme Planning, Budgeting, Prioritisation & Benefits', presented to Council on 5 April 2023.

1. ISSUE

The Business Assurance plan for 2021/22 approved by Council on 21 December 2021 required the following two reviews:

- a) Review of project planning and budgeting
- b) Benefits realisation framework and strategic prioritisation review

Following a scoping exercise for each, it was deemed that these reviews would be delivered more effectively if combined as they are both crucial parts of the Long-Term Plan (LTP) process.

The report attached to this memorandum is the outcome of this review.

2. BACKGROUND

The objective of this review is to provide confidence to stakeholders that the LTP planning and budgeting processes are robust and ensure that Elected Member decisions are made with appropriate information.

The findings of this review are based on interviews with key stakeholders to the process and a review of relevant documents. Interviews were conducted with both Officers and Elected Members to gain insights on the processes used in previous LTPs, their strengths and weaknesses, and where interviewees saw opportunities to improve. In addition to interviews with Palmerston North City Council (PNCC) staff,

two other large New Zealand city councils were engaged with to provide an alternative perspective on how their LTPs are produced. The findings presented are the result of fieldwork completed between 19 September and 22 November 2022.

It appears that PNCC follows a reasonably structured (albeit both protracted and rushed at certain points) process to work with Elected Members to consider changes to Plans, Levels of Service and potential new programmes for inclusion in the LTP. This is undertaken within an inherently challenging context given incomplete and uncertain information, the political context in which it is undertaken, long-term budget horizons and the requirement to make trade-offs across multiple competing domains and activities.

Notwithstanding the above, it is concluded that there are a range of areas across planning, budgeting, prioritisation and benefits which could be strengthened to provide Elected Members with better information to make informed LTP decisions. Business Assurance has previously undertaken a quality assurance process to identify issues with the LTP process and Management has proactively taken steps to improve key aspects. The recommendations from this review would, over time, continue to support ongoing improvement of the LTP.

The key findings and recommendations are set out in the body of the report attached. Based on the results, PNCC processes have overall been rated as 'Developing'. This overall rating means that some weaknesses were identified in the LTP development process that should be remedied in upcoming LTPs to ensure that Elected Member decisions are made with appropriate information and objectives are achieved.

For many of the recommendations it was recognised that PNCC was generally aware of the issue and already working towards achieving the recommendation to some degree. Recommendations are therefore focused on strengthening and improving current practice. PNCC should look to implement these recommendations over time with a focus on high priority items.

An action plan has not yet been finalised. There are quite a few recommendations in this report that will be rolled out over the next couple of LTPs. Therefore, it was deemed more appropriate to gain insights from Management and Governance to see where the priority should be placed for the upcoming LTP. Once gained, we will work with Management to develop an action plan and present to Governance for approval.

3. MANAGEMENT COMMENT BY CHIEF PLANNING OFFICER

Management acknowledges the findings and recommendations of the KPMG Review. The issues raised by KPMG were also largely identified in the Business Assurance Debrief of the 2021-31 LTP process. Many are already being addressed through the 2024-34 LTP Project Plan.

KPMG's recommendations mostly focus on strengthening and improving current practice, rather than identifying fundamental gaps in our process. Many of the recommendations are about the quality of financial and non-financial information

for levels of service and programmes. Our suggested approach will be to focus on the following three areas:

1. **Improved information on levels of service and maintained service level budgets.** Give Elected Members better information to make decisions about Activity¹ levels of service and budgets throughout the LTP process.

For each Activity the information will show:

- The current level of service. Why we provide it and the difference it makes to peoples' lives.
- The cost of providing it. What that cost is made up of.
- How and why the level of service has changed over time. Why its costs have changed.
- Evidence that we are providing the right level of service, and that we are providing it efficiently.
- If Elected Members want to change a level of service, we will provide some costed options, with their anticipated impacts.

The intention is to provide a meaningful narrative, rather than to present detailed financials.

2. **Improved information on programmes.** Provide Elected Members with improved programme descriptions and justifications, especially for major projects in the 2024-34 LTP. Consider developing a full business case model as part of the next LTP.
3. **Levels of Service trade-offs.** Ensure, through the previous two points, that Elected Members have good information to consider levels of service and programme trade-offs.

Then, as part of the debrief on the 2024-34 LTP, we will reconsider all of KPMG's recommendations to see whether the improvements have met Elected Member (and other) expectations or whether further improvements are needed.

4. NEXT STEPS

Once an action plan has been finalised and agreed with Management, it will be presented to Council or Risk & Assurance Committee (whichever is earlier) for approval.

¹ Activities are groups of our day-to-day services eg, Transport, Play and Recreation, Economic Development, etc. They are the main chapters of the Long-Term Plan.

5. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 5: A Driven & Enabling Council	
The recommendations contribute to the achievement of action/actions in (Not Applicable)	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	This report is presented as a business assurance activity in response to the business assurance plan approved by Council.

ATTACHMENTS

1. LTP Review Report [↓](#) 



Business Assurance Review of LTP - Planning, Budgeting, Prioritisation and Benefits

Palmerston North City Council

February 2023

kpmg.com/nz

KPMG Contact

Gina Barlow
Director
T 04 816 4798
E gbarlow@kpmg.co.nz

PNCC Contact

Masooma Akhter
Business Assurance Manager
T 06 356 8199
E Masooma.akhter@pncc.govt.nz

Contents

1. Executive summary	1
2. Detailed findings and recommendations	4
Appendix 1: LTP process background	17
Appendix 2: Internal Audit scope (extract)	19
Appendix 3: Ratings and classifications	20

Disclaimers

Inherent Limitations

This report has been prepared in accordance with our Engagement Letter dated 15 September 2022. The services provided under our engagement letter ('Services') have not been undertaken in accordance with any auditing, review or assurance standards. The term "Audit/Review" used in this report does not relate to an Audit/Review as defined under professional assurance standards.

The information presented in this report is based on that made available to us in the course of our work/publicly available information/information provided by Palmerston North City Council/information provided by other party. We have indicated within this report the sources of the information provided. Unless otherwise stated in this report, we have relied upon the truth, accuracy and completeness of any information provided or made available to us in connection with the Services without independently verifying it.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, Palmerston North City Council management and personnel / stakeholders consulted as part of the process.

KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

Any redistribution of this report requires the prior written approval of KPMG and in any event is to be a complete and unaltered version of the report and accompanied only by such other materials as KPMG may agree. Responsibility for the security of any electronic distribution of this report remains the responsibility of those parties identified in the engagement letter. KPMG accepts no liability if the report is or has been altered in any way by any person.

Third Party Reliance

This report is solely for the purpose set out in Section [refer to "Scope" section] of this report and for Palmerston North City Council information, and is not to be used for any other purpose or copied, distributed or quoted whether in whole or in part to any other party without KPMG's prior written consent.

Other than our responsibility to Palmerston North City Council, neither KPMG nor any member or employee of KPMG assumes any responsibility, or liability of any kind, to any third party in connection with the provision of this report. Accordingly, any third party choosing to rely on this report does so at their own risk.

Internal Controls

Due to the inherent limitations of any internal control structure it is possible that errors or irregularities may occur and not be detected. Our procedures were not designed to detect all weaknesses in control procedures as they are not performed continuously throughout the period and the tests performed are on a sample basis. As such, except to the extent of sample testing performed, it is not possible to express an opinion on the effectiveness of the internal control structure.

1. Executive summary

Introduction

This report outlines the overall findings and recommendations for our review of the planning, budgeting, prioritisation and benefits realisation processes that support the development of the Palmerston North City Council (PNCC) Long Term Plan (LTP).

This review was scheduled as part of PNCC's Internal Audit plan for 2022/23 and was completed in accordance with our Engagement Letter dated 15 September 2022.

Objectives and process

The Local Government Act requires local authorities to produce, every three years, a LTP covering not less than 10 financial years. PNCC adopted its last LTP on 7 July 2021 and is currently planning to begin the substantive process for the 2024 - 2034 LTP in 2023. Further details on the LTP process and definitions are set out in Appendix 1.

The objective of this review is to provide confidence to stakeholders that the LTP planning and budgeting processes are robust and ensure that Elected Member (EM) decisions are made with appropriate information. Refer to Appendix 2 for the scope of this work.

The findings of this review are based on interviews with key stakeholders to the process and a review of relevant documents. Interviews were conducted with both Officers and EMs to gain insights on the processes used in previous LTPs, their strengths and weaknesses, and where interviewees saw opportunities to improve. In addition to interviews with PNCC staff, we spoke with two other large New Zealand city councils to provide an alternative perspective on how their LTPs are produced. Our findings are the result of fieldwork completed between 19 September and 22 November 2022.

Overall summary

In our view, PNCC follows a reasonably structured (albeit both protracted and rushed at certain points) process to work with EMs to consider changes to Plans, Levels of Service (LOS) and potential new

programmes for inclusion in the LTP. This is undertaken within an inherently challenging context given incomplete and uncertain information, the political context in which it is undertaken, long-term budget horizons and the requirement to make trade-offs across multiple competing domains and activities.

Notwithstanding the above, we consider that there are a range of areas across planning, budgeting, prioritisation and benefits that could be strengthened to provide EMs with better information to make informed LTP decisions. We note that PNCC has previously undertaken a process to identify issues with its LTP process and has proactively taken steps to improve key aspects, and our recommendations would, over time, continue to support this ongoing improvement of the LTP.

Our key findings are summarised below and recommendations are set out in the body of the report. Based on the results of the above, we have rated the processes as 'Developing'. This overall rating means that some weaknesses were identified in the LTP development process that should be remedied in upcoming LTPs to ensure that EM decisions are made with appropriate information. Refer to Appendix 3 for the classification of the internal audit ratings.

Overall Rating	DEVELOPING
Planning	Developing
Budgeting	Developing
Prioritisation	Effective
Benefits	Developing

Note on recommendations

Our recommendations and priority ratings are set out in section 2. For many of the recommendations, we recognise that PNCC is generally aware of and does achieve (or seek to achieve) these points to some degree. Our recommendations are therefore mostly focused on strengthening and improving current practice, rather than identifying fundamental gaps in the existing process. We would anticipate PNCC to implement these recommendations over time, with a focus on higher priority

recommendations and higher profile / critical LOS, budgets and programmes.

Key findings/observations

1. Planning

- LOS descriptions are inherently high-level, but consistent feedback from interviewees was that LOS workshops were difficult to engage with and draw connections between LOS and the underlying services that the Council provides. Further, there is a lack of financial and non-financial performance information provided in these workshops on the scope and performance of services that the Council already provides.
- The material provided to EMs during workshops to revise the LOS generally did not provide meaningful options to reprioritise within and between LOS, and between LOS and programmes.
- The summary sheets produced for prospective programmes are not suitable proxies for businesses cases, and shouldn't be seen as such. For significant programmes, the business case (or similar) should be prepared and considered in advance of the LTP programme prioritisation process.
- Given the hundreds of potential programmes considered through the LTP, the use of short summary sheets is not unreasonable and is probably essential to allow simple but consistent comparison across all programmes. The material required by the template is broadly appropriate, although as outlined below, the quality of the information filled in can be of variable quality.
- From our interviews, there appears to have historically been limited controls on which programmes are submitted for consideration in the LTP. There is also limited quality assurance on programme information submitted, resulting, at times, in inconsistent information being provided and some technical issues that should ideally be caught earlier in the process (e.g. categorisation of spending as

capital / operating to support appropriate financial planning).

2. Budgeting

- The 'rollover' (rather than 'zero-based') approach used by PNCC to updating Maintaining Service Level (MSL) budgets is not uncommon in either local or central government. However, the success of this approach relies on decision makers being provided with transparency of what services are currently delivered, what their outcomes are, the efficiency of those services (e.g. benchmarking) and what is driving changes between years. The provision of this evidence currently appears to be very limited within the material we reviewed from the most recent LTP.
- The above issues appear to have resulted in a view amongst at least some EMs that there is inefficiency within current council spend and the process does not allow EMs to sufficiently interrogate and examine the spending 'base'. In a more fiscally constrained environment, the current process is unlikely to provide EMs with the ability to make informed decisions on savings and reprioritisation opportunities if those were required.
- The budget information sitting behind costings in programme summary sheets appears to be of variable robustness, and systems do not allow consistent tracking of budget estimate changes between LTPs.
- There was consistent feedback that PNCC has made significant improvements over the last five years in the data supporting its asset management spend, and that it sought in the last LTP to begin remedying the historically insufficient renewals spend. Further, there has been greater emphasis on 'fully costing' capex new programmes to account for incremental additional costs imposed on Council. While these are both positive changes, there are further incremental improvements that Council could make to enable informed EM decision

making in this area, as detailed in the body of this report.

3. *Programme prioritisation*

- The prioritisation process to categorise programmes used in the previous LTP was generally seen as broadly effective. The more quantitative approach that Officers are considering for the next LTP has some risks, but Officers appear to be aware of these and are designing the detailed process with these in mind. We would support the direction of travel that Officers are proposing. The success of the prioritisation process, regardless of the exact method, will always be significantly contingent on how EMs themselves engage in what can be an inherently political process.
- In previous LTPs, the removal of some programmes by the former CEO & CFO prior to consideration by EMs has created the perception, amongst at least some EMs, that councillors are not provided with the full range of programme options. There is also a view from at least some Officers that the removal of programmes by the former CEO & CFO was not always completed with sufficient evidence. While there is clearly a role for ELT in providing some filtering of programmes, this needs to be approached and/or messaged more carefully to manage the above perception risks.

4. *Benefits*

- There appears to be limited benefit reporting and quantitative reporting of the outcomes of programmes of the Council. For example, the benefits stated within programme summary sheets appear not to have any further use and are generally not formally tracked after programme approval.
- There also appears to be significant emphasis on more qualitative measures, rather than quantitative. While quantitative measures are not always appropriate or practical, they are generally a better tool for tracking performance across time.

- While this is an area for improvement, we would note that limitations in this area are not uncommon amongst both local and central government agencies. The issues cited above do not appear notably weaker at PNCC than many other government entities (although this is a general impression, rather than from a comparative analysis of other councils).

2. Detailed findings and recommendations

1. Planning This section summarises our key observations on the initial planning phases of the LTP development. In particular, it focuses on: A. The setting of the Council's strategic direction. B. The process to update the LOS in the Plans. C. The preparation of the programme summary sheets.	Rating of finding: DEVELOPING
Key findings	

A. Council strategic direction

The development of PNCC's strategic direction is not specifically within scope of this review, however we briefly summarise comments from interviewees below for context and completeness.

The current PNCC vision was adopted as part of the 2018 PNCC LTP and was developed following an externally facilitated set of workshops. During the 2021 LTP process, the 2018 vision was tested with EMs to see if any revisions were sought and we understand was largely re-adopted.

Feedback from interviewees was that these previously used processes seemed reasonable and fit for purpose, including that they would not expect a significant revision of the strategic vision to occur for each LTP. As an aside, we note that workshop material generally asked EMs if they wished to make any changes to the status quo, rather than clear recommendations on where adjustments should be made (with the exception of minor changes to the number / structure of goals). For LTPs where the strategic vision is only being revised, a more systematic approach could be used to test the current strategic direction.

It was also noted that Officers should more clearly articulate to EMs how changes to the strategic direction would flow through the rest of the LTP development process. For example, how a shift in a particular priority area (e.g. climate resilience) for EMs would ultimately be reflected in either LOS or programme recommendations put forward by Officers. We would support this view and agree that this is not currently clear from the material we reviewed.

B. Levels of Service revision

PNCC's current LOS descriptions are generally at a high-level, and not prescriptive on the scope, scale and nature of specific services that would sit underneath them. An important step in the LTP development is EMs being asked to review and revise these existing LOS. The feedback from interviewees was that many EMs do not find the existing format of workshop material easy to engage with, nor do they see a close link between LOS and the higher-level goals/ strategies of the Council. Our own review of the workshop material would support this view. Our key observations include:

- It is generally difficult to determine what services are currently provided to achieve the LOS, and therefore challenging to relate the LOS with real world activities or whether LOS are set at the appropriate level or not.
- It is generally difficult to determine the efficiency and effectiveness of what PNCC currently does to achieve the LOS. There is limited information provided to EMs to facilitate informed discussions on the performance of Council's existing services, resulting in a likely bias towards maintaining current LOS and associated MSLs (see further details below). Workshop material tends to focus on general risks of changes to budgets, and prioritisation options are generally provided in a piece-meal fashion making comparisons and trade-offs difficult.
- EMs are generally asked a version of "Do you want to make any changes?" to existing LOS, without being provided sufficient evidence to understand where genuine choices exist. It is generally difficult to determine what a higher or lower LOS would mean in practice, and where EMs have genuine options to amend the scope and scale of what the Council delivers (noting that the very high-level wording of many

LOS also makes this more challenging). Further, the workshop material does not tend to provide opportunities to consider whether the same LOS (and/or intended outcomes) could be achieved through a different delivery route / set of underlying services.

C. Programme planning

The programmes considered in the LTP are sourced from business units across the organisation. While there are not strict criteria for what programmes can be submitted, there is a general expectation that there is at least some link between programmes and the Plans. A standardised template (known as the programme summary sheets) is filled out by business units using guidance provided by the LTP project team.

Given the hundreds of programmes considered through the LTP, we think it is reasonable to utilise these summary documents to allow simple and consistent comparison across all programmes. In general, the existing template includes the key data fields we would typically expect to see given this purpose.

Having said that, the summary sheets are, in most cases, not a suitable proxy for businesses cases (as we understand they are sometimes viewed) and should not be seen as such. The information on the summary sheets alone is likely to be insufficient to allow genuine consideration of scope and scale options by EMs, and would expect that, particularly for larger projects, that separate supplementary evidence is produced (see below).

Based on our interviews, there also appears to be somewhat limited quality control over how programmes are submitted into the LTP. This can result in limited quality assurance on programme information submitted with inconsistent information and technical errors still being present when provided to EMs. We consider that there is an opportunity for more structured sign-off processes to mitigate these risks.

Supplementary information: Standardised business case approach

Based on our field work, there does not appear to be a standardised business case approach within PNCC, with practice varying across the organisation. In a central government context, a business case is required for investments of over \$15 million whole of life cost, or where new funding is being sought from Cabinet. Organisations with a large capital portfolio, such as the New Zealand Defence Force, have business case approaches tailored to the scale and risk of a particular project.

In general, business cases need to be in the five-case 'Better Business Cases' (BBC) format prescribed by Treasury, based on a model originally developed in the United Kingdom. For low-cost projects or more routine capital spending, a shorter memo format is prepared that still covers the key areas of the five-case model but with a lower requirement for analysis and supporting documentation. This latter approach is likely to be more suitable for fairly routine programmes that PNCC undertakes, such as regular asset renewals.

The five cases in the BBC model seeks to address five key area:

- Strategic Case – what is the case for change? (i.e. problem definition). What are the potential benefits?
- Economic Case – What are the scope, scale and delivery options and which is the preferred?
- Commercial Case – Is the proposed procurement commercially viable? Can the market deliver?
- Financial Case – Is the investment proposal affordable? How will we fund it?
- Management Case – How will management and governance arrangements support successful delivery?

The programme summary sheets provide some of this information already, although largely focus on some aspects of the strategic case (e.g. council plans and linkages, other programmes, high-level benefits and risks) and the financial case (i.e. financial cost tables). The sheets are, however, weaker in articulating the underlying case for change (strategic case) and the options that were considered in the process (economic case). The material typically in a commercial case and management case is also absent, although we would consider these of lower priority to include in these sheets as they are less likely to impact EM decision making.

Recommendations

Description	Priority
-------------	----------

<i>A. Strategic direction</i>		
1.	<p>Ensure that any workshop material prepared by Officers for EMs enables:</p> <ul style="list-style-type: none"> i. EMs to clearly consider whether changes in the current operating environment necessitate a change in the goals, strategies or plans. ii. EMs to articulate any specific strategies / goals that they wish to prioritise in the upcoming LTP (either based on the above analysis, constituent feedback or other sources). iii. EMs to clearly understand how any such changes would 'flow-through' and impact later stages of the LTP development process (e.g. LOS revisions, process, MSL budget setting, programme prioritization process). 	Low
<i>B. Levels of Service planning</i>		
2.	<p>Redevelop the content, format and structure of relevant workshop material to enable more informed discussions on choices and trade-offs within and between LOS. This could, for example, include:</p> <ul style="list-style-type: none"> i. more detailed financial information on the scale of each LOS relative to the overall MSL budget (to better understand materiality). ii. more detailed and real-world descriptions of the services that are provided underneath each LOS. These should be developed by Officers for any LOS where they do not currently exist. iii. developing a framework for classifying LOS based on scope for EM direction e.g. 'core' Council services relative to those more discretionary. iv. greater detail on what budget lines are composed of, their historical trend and levels of variance relative to budget. v. more evidence-based performance narratives regarding the value for money of existing services (note baseline review recommendation below). vi. clearer options for potential adjustments and the implications of scope and scale choices for LOS where there is flexibility / discretion. vii. ensuring that internally focused Plans are subject to the same process and scrutiny as externally focused services (while still respecting the operational separation between EMs and Council management). 	High
3.	<p>ELT to ensure that the LTP project team feels empowered to present a strong performance narrative for material produced for EMs (i.e. material that clearly highlights the strengths and weaknesses in the services provided by the Council).</p>	High
<i>C. Programme planning</i>		
4.	<p>Develop a stronger approval process for the submission of programmes into the LTP process, including quality assurance and completeness reviews, review by finance business partners for technical accuracy, and approval by relevant managers so that programmes submitted reflect business unit and organisational priorities. This should be accompanied by clear sign-off procedures at each stage.</p>	Medium
5.	<p>Consider establishing a separate LTP investment / gateway committee to provide quality assurance on submitted programmes before being submitted to ELT, including</p>	Low

	ensuring that there has been sufficient rigour of costing information and risk identification.	
6.	<p>Consider revisions to the process to develop programme summary sheets through:</p> <ul style="list-style-type: none"> i. providing stricter guidance to ensure there is a more consistent approach to the presentation of cost, benefits and risk material. ii. requiring a stronger 'case for change' in line with the Budget Initiative Template used by The Treasury in the central government budget process. iii. requiring a stronger link to link investments to the vision, goals and strategies of Council. The summary sheet should also include information on reprioritisation options from current operating or capital spending of the relevant business unit. 	Medium
7.	Develop a separate business case approach for Council investment decisions, appropriate to the scale and risk of PNCC programmes. This would provide greater confidence to decision makers that the key questions of the Better Business Case five case model (strategic, economic, commercial, financial, management) are answered prior to funds being committed. For large projects this may require a full detailed business case, while lower risk projects could be subject to a shorter summary document or similar artifact covering the key information for the project.	Low

2. Budgeting This section summarises our key observations on LTP budgeting. In particular, it focuses on: A. The setting of MSL budgets B. The setting of Programme budgets	Rating of finding: DEVELOPING
Key findings	

A. Setting of MSL budgets

MSL budgets are the ongoing level of spend across existing activities of Council (in contrast to programme budgets that are intended to have a finite lifespan) and represent the majority of the Council's operating expenditure. These have historically been rolled over year-on-year by budget managers that use the current budget as the starting point and then propose often relatively marginal adjustments. In addition to the proposed changes by the budget holder, there are also centralised adjustments managed centrally within PNCC to support consistency of approach (e.g. changes to insurance costs, general remuneration changes). Our key observations relating to the setting of MSL budgets include:

- The process to update MSL budgets lacks transparency, particularly for EMs. The current LTP process does not facilitate EMs to consider the efficiency of the existing spending, whether savings / reprioritisation could be found to meet cost increases or more generally allowing investigation into the base of spending. Similar to earlier points on the revision of LOS, EMs are generally not provided with detailed information on what services are delivered, what their outcomes are, the efficiency of those services (e.g. benchmarking) and what is driving changes between years. This has created the perception (of at least some EMs) that there are inefficiencies in the base of Council spending that are challenging to investigate and are effectively 'protected' by Officers. Interviewees indicated that the current process for reviews of MSL and LOS reinforces this bias towards rolling over existing budgets rather than promoting further review.
- Notwithstanding the comment above, there was also view amongst interviewees that MSL budgets for public facing outputs receive a greater level of scrutiny than internal MSL budgets for internal Council functions. This also reinforces the perception (both from some Officers and EMs) that adjustments to these internal MSL budgets are not transparent or sufficiently rigorous.
- Several interviewees commented on the fact that PNCC does not generally undertake 'zero-based budgeting'. While this budgeting approach is theoretically desirable, we would note that it is uncommonly practiced in both local and central government agencies. The 'success' of a rollover approach does however rely on providing accompanying material on the outcomes and efficiencies of current spend, and what is driving changes between years, to provide confidence that further spending is appropriate, affordable, and deliverable. As mentioned above, the current information provided to EMs does not tend to provide this.
- A key part of the LTP is the drafting of Asset Management Plans (AMP) which forecast the level of investment required to maintain the physical assets of the Council. The AMP includes consideration of the LOS that the assets support, the current condition of the assets and future demand drivers. This inherently (and appropriately) more heavily relies on technical input from specialists to determine ongoing maintenance budgets. While there was recognition from interviewees of this, there was a view that clearer information could be provided to EMs on where alternate options and trade-offs exist with regard to asset management and the resulting outcomes for asset users. We would support PNCC giving consideration to how this can be more clearly articulated to EMs.

Finally, we would note in a central government context that almost all departmental appropriations¹ are not subject to any technical cost changes each year to account for inflation or other cost increases. This is known as 'fixed nominal baselines' with any changes requiring a separate budget initiative (i.e. in a PNCC context, this would mean all MSL budget changes would effectively require the submission of a programme). As a first call, it would be expected that the agency seeks to absorb such costs through reprioritisation and efficiencies. While we have not specifically recommended a similar approach for PNCC, this would represent an approach that PNCC could consider to managing increases in baseline spending.

¹ Note that this does not apply to all areas of government expenditure, such as social welfare payments, which are indexed annually.

B. Setting of Programme budgets

We acknowledge that the estimation of capital spending, often well in advance of project procurement and delivery, is inherently challenging, particularly given the current economic climate and supplier constraints. This has also been compounded for PNCC by other infrastructure spending in Manawātū including construction at Ōhakea Air Base and the Manawatu Tararua Highway, limiting competition for contracts. While acknowledging these challenges, our key observations are that:

- There is significant inconsistency in the robustness of costing information and budgeting within programme budget submissions. This is partially driven by the level of development of the project at the time, while others represent just a generally lower quality / less rigorous submission from the relevant project team. The perceived poor forecasting of both the budget and timing of projects appears to have historically undermined EM confidence in the delivery of projects, and impacts the ability to sequence capital spending.
- Key information such as cost categories, estimation methodology or other assumptions that make up programme costing, are not recorded by summary sheets or consistently within other PNCC systems. As a result, the level of evidence and rigour behind costings cannot be systematically interrogated, and the reasons for cost escalation between LTPs cannot be tracked over time.
- The Council has invested in increasing its understanding of asset condition across its portfolio, and subsequently the AMP, to address historic underinvestment in asset maintenance. While there is still further work to do, there was consistent feedback from interviewees that the Council has significantly improved the quality of information to support both its maintenance and renewals budgets for its major assets.
- The marginal costing of operating expenditure associated with capital assets, including internal PNCC costs such as Marketing and Human Resources, has previously been identified as a weakness in cost estimation practices. This had resulted in understating the costs of projects and increased pressure on internal teams to deliver additional activity without corresponding funding. We understand PNCC has taken steps to fully cost capital new programmes, including budgeting for the ongoing operating costs resulting from capital investment.

Recommendations

No.	Description	Priority
8.	Ensure that all changes to MSL budgets are clearly articulated to EMs, including: <ul style="list-style-type: none"> i. the key drivers of the proposed changes, including the degree of Council control and options to potentially mitigate any such changes. ii. what spending was considered for reprioritisation to meet increased costs (rather than through an increase in the budget), and why such options were not pursued. iii. the extent to which an efficiency factor has been applied to the indexation of any costs (i.e. using indexation rates below CPI to account for efficiency gains). iv. any other evidence to provide comfort to EMs that the service is being delivered at an efficient cost (e.g. benchmarking) despite increases in the MSL budget. 	High
9.	Budget holders should provide information as part of their budget submission that supports the LTP project team to prepare the information above.	High
10.	Consider developing a process for rolling spending reviews (that run outside of the LTP process) across core areas of MSL spending, with a focus on areas of spend that are significant in absolute quantum or been subject to significant change. This	Low

	could involve benchmarking against other councils, across time, between activities within Council and/or against internal/ external standards.	
11.	<p>Develop a framework for presenting key options and trade-offs for investment decisions relating to asset management to allow informed trade-offs between asset condition and better EM understanding of relative asset management spend. In particular, EMs should be provided with information to ensure they understand:</p> <ul style="list-style-type: none"> i. where genuine scope and scale choices exist and where they do not, and how this may differ across asset classes / geographies. ii. the implications of changes in spending profile (e.g. either increases/decreases in quantum or changes in timing). iii. where information and recommendations are based on robust evidence vs. areas where Officer judgement has been required. 	Low
12.	Ensure guidance and templates for programme costing clearly require the inclusion of all relevant costs and to capture key assumptions so that these can be tracked and updated between LTPs, with the reasons for changes to cost forecasts being captured.	Medium
13.	Ensure that programme summary sheets require rigour on the timing of spend, including pre and post contract costs so that these can be used to forecast the timing of capital spend and the demand on key project planning and delivery resources within Council. This can be used to provide a more realistic forecast of the Council's ability to deliver projects, and the likely timing of spending.	Medium
14.	Develop a consistent cost contingency matrix that is applied to capital programmes taking account of key risk factors, with these contingency amounts included within the programme budgets.	Low
15.	Consider undertaking analysis to track programme budgets across their lifespan, including understanding the key areas for variance (e.g. scope change, escalation, ground conditions etc). This analysis should be used to inform future budgeting practice and identification of issues (e.g. whether scope change is occurring too frequently because programme objectives were not sufficiently certain at the outset).	Low

3. Prioritisation This section summarises our key observations on prioritisation. In particular, it focuses on: A. Previous approaches to programme prioritisation B. Proposed future approach to programme prioritisation C. Prioritisation of spending outside of the LTP	Rating of finding: EFFECTIVE
Key findings	

The revisions to the LOS and prioritisation of programmes are separate processes within the LTP, with consideration of each area separated by up to six months. The prioritisation process requires EMs to consider which of the long list of proposed programmes should be funded, with the key constraining factors being both financial (e.g. rates impact, Council's debt covenants) and delivery capacity (e.g. ability for Council to contract with suppliers and deliver at the proposed levels).

A. Previous approaches to programme prioritisation

Given the number of programmes exceeds the financial and delivery capacity of the council, PNCC has used a number of different approaches in previous LTPs to engage EMs on prioritisation. In the 2018 LTP, we understand this involved an EM-led scoring exercise of the proposed programmes. In the most recent LTP, this was replaced by three prioritisation categories with Officer-led scoring within each, as follows:

1. programmes necessary to maintain current LOS.
2. programmed needed to meet expected levels of service not currently delivered.
3. programmes to achieve an increased level of service.

Based on our interviews and review of documents, our key observations are that:

- In general, the most recent prioritisation approach generally worked reasonably well and that the Officer-led prioritisation framework strongly assisted the process for EMs. However, there was also a widely held view amongst those we interviewed that there is a disproportionate amount of time taken up by programme prioritisation relative to the level of spending it represents (compared to MSL budgets). We would note that a similar critique is often made within central government regarding the annual budget process.
- There were mixed views from interviewees on the role of ELT in the programme prioritisation. The two key issues raised were a view that ELT did not sufficiently engage with the prioritisation process, and that some programmes were (without sufficient basis) removed prior to EMs receiving the full list. The removal of programmes without sufficient transparency can impact the confidence of EMs that they are being provided by a full range of investment options.
- Finally, there was general acknowledgement and awareness that the prioritisation process is inherently political and its success can depend heavily on how EMs choose to participate. The fact that public excluded workshops have often been used to discuss detailed prioritisation issues, with these then confirmed in a later public Council meeting, was cited as a detrimental feature of the process. We understand however that this will change in the upcoming LTP.

The delivery of forecast infrastructure spend was also identified as an issue, including that the Officers had effectively overcommitted to the level of infrastructure spend that could actually be delivered. We understand that improving forecast of spend timing has been identified by PNCC as an area for improvement in the 2023 LTP. It is critical that EMs are provided robust information on what is genuinely deliverable, and that EMs have greater opportunity to influence the delivery priority and phasing of programmes.

B. Proposed future approach to programme prioritisation

PNCC is in the process of developing of a new tool to support the prioritisation of the programmes in the LTP process. This tool makes use of both a net present value calculation and quantitative benefit assessment to calculate a type of cost / benefit ratio. The implementation of the new tool will include engaging EMs on both criteria and weighting to build by-in to the prioritisation outcomes.

Our view is that the proposed multi-criteria analysis is reasonable, although managing the implementation risks will be critical. We are comfortable that Council officers understand the risks and trade-offs of their proposed approach, including the risk of adopting an approach which is too mechanistic and/or appears to have a spurious level of accuracy. The use of a multi criteria assessment tool is a common and good practice method to aid in prioritisation processes, and we would support the Council's direction of travel in this regard.

C. Prioritisation of spending outside of the LTP

We understand that some EMs have also been surprised by the funding of programme cost overruns from underspends in existing budgets, and therefore providing funding to programmes above what was approved by EMs. This creates the risk of undermining the prioritisation process and the impression that Officers can find additional funding when they wish to within their MSL budget delegations. We did not investigate this issue in depth as part of this review, but note the issue for completeness as Officers may wish to consider how these types of internal reprioritisation are consulted and/or communicated to EMs.

Recommendations

No.	Description	Priority
16.	Ensure that EMs are provided with high-quality information on the delivery timeframes for their preferred package of programmes, as well as a framework for making phasing choices between programmes where this is required (i.e. due to practical delivery constraints).	High
17.	Ensure that EMs are briefed and consulted on the proposed approach of a multi-criteria analysis scoring tool, evaluation criteria and weightings to ensure a reasonable level of 'buy-in' in advance to the proposed approach.	High
18.	Consider approaches to ensure there is fair and consistent scoring against any assessment criteria, including, for example: <ul style="list-style-type: none"> i. clear scoring guidance for evaluators on what is expected at each rating level. ii. a single set of evaluators for each criteria (rather than evaluators doing every criterion but only a subset of programmes). iii. ensure ELT is engaged sufficiently to provide a top-down level of moderation, as well as appropriate managerial sign-off. iv. grouping scores within a small set of categories to ensure the outputs are reasonable (i.e. moderate by looking at all the transport programme scores together, and then all the property scores together). i. evaluation criteria should be a manageable number and closely align with the council's vision, goals and strategies ii. utilising a 1 - 4 scoring system rather than 1 - 5 to avoid ratings being grouped at the midpoint. 	Medium
19.	Consider options to reduce the number of programmes that are submitted into the programme prioritisation process to enable a more targeted and efficient prioritisation process, for example: <ul style="list-style-type: none"> i. upfront compliance criteria or categorisation to identify mandatory programmes that can be excluded from prioritisation ii. setting criteria, agreed with EMs, for the types of programmes that can be submitted into the process. 	Medium
20.	Ensure that both cost and risk is considered in the prioritisation approach through clear criteria and instruction for evaluators. This is to ensure there is a consistent	Low

	approach for how these will be considered by evaluators (i.e. built into scoring for other categories or scored separately).	
21.	Ensure that EMs are provided with some visibility of the full set of programmes that were submitted into the process and a brief description for why programmes were not submitted to EMs for consideration.	Medium

4. Benefits This section summarises our key observations on benefits. In particular, it focuses on: A. Benefit articulation B. Benefit tracking	Rating of finding: DEVELOPING
Key findings	

Benefits management is an area that is regularly seen as an area for improvement throughout local and central government. This phenomenon is generally driven by a lack of genuine incentive and resource to undertake programme evaluation, as well as often poor or non-existent performance measurement data. While PNCC appears to be in a similar position, it does not appear notably weaker than what we have observed in other public sector agencies (although this is a general impression, rather than from a comparative analysis of other entities).

A. Benefit articulation

The programme summary sheets require a benefit statement as part of the template. Guidance is provided to staff on providing benefits statements, specifying that benefits should be specific, measurable, achievable, relevant and time bound (SMART). Based on our review of samples, it would appear that renewals programmes tended to use the same four benefits:

1. Improve average condition score of the facility and its component assets at 30 June on any given year.
2. The facility meets all health and safety and compliance requirements and standards at 30 June on any given year.
3. The facility meets the expectations and functional requirements of the users of the facility at 30 June on any given year.
4. Reduction in the average percentage of unplanned and reactive maintenance required at the facility to less than 30% of the total maintenance spend

While these are not unreasonable measures, we would note that these are not articulated in a way that would provide EMs and the community an understanding of why the investment in an asset is needed to achieve the vision of the Council and the actual benefit to the community of the investment. With regard to benefit and performance measurement more generally (e.g. as defined as part of LOS), we would note that there is a heavy reliance on qualitative / narrative-based measures that would be difficult to track over time and/or deliver genuine insight into the performance of Council services. While not understating the challenges, we would expect that, over time, PNCC develop more data driven measures to track performance.

B. Benefit tracking

There was a general view from interviewees that there was only limited benefit in performance tracking across what the Council does. We note that the key formal performance reporting provided to EMs is via the quarterly report. This provides commentary of performance of major capital programmes against budget, and commentary on the progress of selected programmes and initiatives. Further, it includes updates on the LOS performance measures.

While we have not reviewed these documents in depth, we would observe that:

- The presentation of performance information against LOS performance measures is not unreasonable, but is heavily reliant on the quality of the performance measures themselves. As stated above, these tend to be often narrative based and ultimately are unlikely to allow the reader to form a clear view on the efficiency and effectiveness of the Council's activities.
- The quarterly report has a reasonably heavy focus on budget variance. The benefits stated within programme summary sheets appear not to have any further use and do not appear to be formally tracked after programme approval.

Recommendations

No.	Description	Priority
22.	<p>Strengthen the articulation and tracking of benefits, including ensuring that:</p> <ul style="list-style-type: none"> i. benefits are articulated such that they have a clear link through to the plans, goals, strategies and vision of the Council (rather than being focused on delivery of outputs) ii. benefits are tracked and reported through the delivery of programmes. This is also important when considering the impact of changes to project budget / scope, should the need arise. iii. benefit / objective statements are ideally framed and articulated in a SMART format, where possible (Specific, Measurable, Achievable, Realistic, Timebound). iv. benefits are measured using quantified performance metrics where possible (rather than narrative based). 	Low



Appendices

Appendix 1: LTP process background

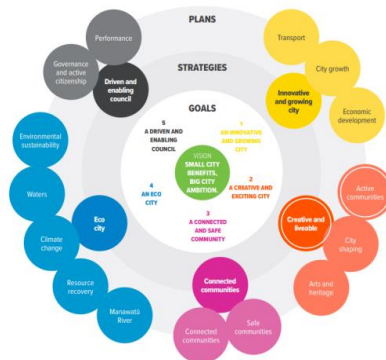
The LTP development process is an extensive process involving a broad set of council functions and as well as close involvement of EMs. For the purpose of this report, we have summarised the key stages and definitions below. Many of these would occur in parallel and the description below is not exhaustive, but rather focuses on the key areas of our scope.

1. The council begins preparing **Asset Management Plans (AMPs)** and the associated evidence to inform these (e.g condition assessments). It also undertakes initial planning for the LTP process as a whole, including establishing an internal project team.
2. EMs consider the overall strategic direction for the upcoming LTP, including financial and infrastructure strategies. This recently has been focused on what key changes that EMs wish to make from the previous strategic direction, with the current vision having been last significantly revised in the 2018 LTP.
3. Given the strategic direction, Officers prepare both the AMPs and a broader draft set of plans (all collectively referred to as the Plans) that cover the full range of Council services (e.g. Council's actions in supporting civic events). For this report, the key elements of the plans are:
 - a. **Levels of Service (LOS)** statements that are statements that describe the services Council intends to deliver. These are intended to be used for a number of purposes, including informing the public of what the council intends to provide, enable measurement of effectiveness and identifying costs.
 - b. **Maintain Service Level (MSL)** budgets represent both the capital and operating budgets associated with delivering the LOS. MSL budgets are effectively the Council's 'baseline' spending that is expected to occur each year.
4. As part of the development of the Plans, Officers prepare workshop material for EMs to consider whether there should be adjustments to the LOS. This includes providing EMs with high-level cost and performance information on existing LOS areas.
5. Following the review of LOS by EMs, Officers (budget holders specifically) prepare proposed updated MSL budgets for inclusion in the LTP. A range of cost changes are considered centrally (i.e. not by budget holders), including insurance, overseas and labour charges. Proposed MSL budgets are subsequently considered by both the PNCC finance team staff and the ELT.
6. In parallel to the above, Officers prepare the list of potential **programmes** which represent time-limited spending on top of MSL budgets. There are primarily three programme types:
 - a. Capital (new) – new capital spending proposal e.g. spending for new infrastructure.
 - b. Capital (operating) – new operating spending (e.g. for a new Council initiative following an increase or decrease in a LOS, or time-limited programme).
 - c. Capital (renewals) – capital spending on existing assets.
7. For each programme, Officers prepare a **programme summary sheet** that provides a summary of key information of each programme. These are completed by Council staff from each programme's respective area and includes (not-exhaustive):
 - a. Description and type of programme.
 - b. Key proposed benefits and risks.

- c. Costing estimates over the LTP period, and costing confidence rating.
 - d. Community and stakeholders.
 - e. Impact of not proceeding.
8. The 'long-list' of programmes submitted from Council staff is initially considered by ELT, with some programmes being removed at this stage. The remaining programmes are submitted to EMs for consideration in a series of EM workshops.
 9. In 2021 LTP, EMs were provided with a **prioritisation framework** which segmented the potential programmes into three categories. The programmes within each were then scored and ranked by Officers in material provided to EMs. The three categories were:
 - a. programmes necessary to maintain current levels of service.
 - b. programmed needed to meeting expected levels of service not currently delivered.
 - c. programmes to achieve an increased level of service.
 10. As part of the above discussion, EMs are informed about the financial (particularly rates) impact of their programme choices. Further, EMs receive advice from Officers on the timing deliverability of the capital package being agreed.
 11. The final stages of the LTP development involve the public consultation of the proposed LTP which occurs in the first half of the year. Following consideration of the public feedback, the LTP is formally adopted by June.

Summary strategic vision

As shown below, the overall strategic direction for PNCC is articulated as a hierarchy of documents consisting of the vision, goals, strategies and plans. The current **vision** of the PNCC is "small city benefits, big city ambition" which is supported by five goals. The goals are then supported by **plans**, which provide a more detailed view including what the Council is seeking to achieve, actions the Council will take to achieve this, and new or one off activities established by the LTP.



Appendix 2: Internal Audit scope (extract)

Internal Audit Objectives

The objective of this engagement was to provide the PNCC and key stakeholders with confidence that the LTP planning, and budgeting process will enable the Council to deliver effectively to its capital and operational budget (including digital) and is positioned to successfully deliver the planned portfolio outcomes within the Asset Management Plan. We will align to the guidance suggested and used by PNCC to structure their LTP process (Taituarā).

Internal Audit Scope

The scope of the review involved an assessment of the most recent LTP process to understand deficiencies and potential process improvements for the upcoming cycle. This assessment was in line with the below structure and include, but is not limited to, the following areas:

Planning

- Assessing the process to develop the programme summary sheets that are presented to Elected Members, as a form of business case equivalent.
- We will also assess the viability of summary sheets at programme level, not supported at the project level.
- How are the LTP projects prioritised? Where trade-offs are made, what is the assessment criteria applied and is it consistent?
- For planning and budgeting purposes, assess the levels of service against the baseline.

Budgeting

- Assessing the four primary budgeting streams (maintain service level, renewals, capital new (one off) and operating programme (one off)) for accuracy and to identify causes for insufficient budgets.

Prioritisation

- Understanding the internal approval process from first draft to what is presented to Elected Members, and then what information is presented to Elected Members to enable appropriate decision making.

Benefits

- Understanding and assessing how a programme is approved, what is being recording in the planning stage and what monitoring and realisation processes are in place.
- What is reported to Management and Governance at the end of the process?

Out of scope

- Participation in management or governance decision-making.

Interviewees

The following individuals were interviewed as part of this review

Name	Role
Grant Smith	Mayor
Brent Barret	Elected Member
Karen Naylor	Elected Member

Lorna Johnson	Elected Member
Vaughan Dennison	Elected Member
Cameron McKay	Chief Financial Officer
David Murphy	Chief Planning Officer
Sarah Sinclair	Chief Infrastructure Officer
Sheryl Bryant	Assistant Chief Executive
Adam Jarvis	Senior Climate Change Advisor
Andrew Boyle	Head of Community Planning
Anna Yates	Finance Partner Team Leader
Grant Jensen	Corporate Accountant
Hannah White	Democracy and Governance Manager
Helen Churton	Manager - Asset Management Planning
Jason McDowell	Head of Risk and Resilience
Julie Macdonald	Strategy and Policy Manager
Raewyn Eastwood	Organisation Performance Manager
Ryan Eames	Head of Digital Solutions
Steve Paterson	Strategy Manager - Finance
Sue Kelly	Manager – Project Management Officer

Appendix 3: Ratings and classifications

Audit rating

The audit ratings are defined as follows:

Rating	Definition
GOOD	The processes are fit for purpose and are being performed in a manner which effectively mitigates the identified risks.
EFFECTIVE	Despite the fact that some process weaknesses were identified, these are considered to be generally adequate, appropriate and effective. They ensure that the audited business processes will achieve their objectives.
DEVELOPING	Process weaknesses were identified which, if not appropriately addressed, could in the future result in the audited business processes not achieving their objectives.
NOT EFFECTIVE	Existing processes are considered to be inadequate and ineffective to ensure that the audited business processes will achieve their objectives. Significant improvements are required to improve the adequacy and effectiveness of the process.

Priority rating

The priority rating assigned to the recommendations are intended to provide a guide as to the importance (in our view) of the recommendation being implemented for the upcoming LTP, relative to those that could be pursued on a longer timeframe (i.e. developed between LTPs)

Rating	Definition
LOW	Matters which we consider could be progressed by the Council between LTPs / after the next LTP.
MEDIUM	Matters which we consider should ideally be resolved for the next LTP.
HIGH	Matters which we consider are high priority to action for the next LTP.

KPMG Contact

Gina Barlow
Director

T 04 816 4798

E gbarlow@kpmg.co.nz

PNCC Contact

Masooma Akhter
Business Assurance Manager

T 06 356 8199

E Masooma.akhter@pncc.govt.nz



Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

REPORT

TO: Council

MEETING DATE: 5 April 2023

TITLE: Sponsorship request - New Zealand Food Awards

PRESENTED BY: Jessica Ballinger, Marketing Manager

APPROVED BY: Donna Baker, Acting Chief Executive Unit Manager

RECOMMENDATIONS TO COUNCIL

1. That Council confirm:

EITHER

OPTION ONE

Include a new programme of up to \$64K over three years to support the New Zealand Food Awards as part of the Annual Budget 2023/24 deliberations in May/June

OR

OPTION TWO

Increase existing Programme 1480 by up to \$12K in 2023/24, \$12K in 2024/25 and \$30K in 2025/26, as part of the Annual Budget 2023/24 deliberations in May/June

OR

OPTION THREE

Decline request

2. That Council note \$12,000 is also committed in 2024/25 and \$40,000 in 2025/26, should the decision be OPTION 1 or OPTION 2 and the Programme confirmed as part of the 2023/24 Budget.

1. ISSUE

- 1.1 Massey University annually hosts the New Zealand Food Awards. Should Council wish to enter a sponsorship contract with Massey University, the Awards Gala dinner will be held in Palmerston North in 2025.
- 1.2 The sponsorship request is for Year 1 "Category Partner" (FY 23/24 \$12,000), Year 2 "Category Partner" (FY 24/25 \$12,000) and Year 3 "Strategic Partner" (FY 25/26 \$40,000).

- 1.3 The Support and Funding Policy does not allow for the Sponsorship Fund to be used for more than half of the total fund for any one application. Therefore, this application would be declined, as Officers could not agree Years 1 and 2 without also agreeing Year 3. Therefore, Officers are bringing this proposal to Council for decision.
- 1.4 As this proposal has come midway through the Annual Budget process, the recommendation is to refer the final decision to budget deliberations. The recommendation above also notes that any decision would commit the Council across the new Long-Term Plan.

2. BACKGROUND

Sponsorship fund budget

- 2.1 The Sponsorship Fund (Programme 1480) proposed for the 2023/24 Annual Budget is \$54,000. At February month-end the 2022/23 Sponsorship Fund was forecast to be fully allocated, with a full quarter of the financial year remaining. Officers expect a similar response to the contestable fund for 2023/24.
- 2.2 A previous contract for the New Zealand Food Awards was signed committing the event to be held in Palmerston North in 2021. Due to COVID-19 this event was postponed and held in 2022.
- 2.3 The Support and Funding Policy (section 17- Allocation) states:
- “A maximum of \$10,000 is available per application, otherwise staff have the discretion to award up to 50% of total funding to an eligible proposal.”
- This proposal is above the policy limit.
- 2.4 The Sponsorship Fund is subject to stipulations set out in the Support and Funding Policy (below). The proposed sponsorship of the New Zealand Food Awards has been assessed using the criteria

Support Priority	Assessment	Comment
Contribution to Goal 1 of Council Strategic direction	Achieved	Food innovation is a vital part of the city identity. This would support CEDA's Manawatū Food Strategy referenced in Goal 1- Economic Development Chapter and Councils Palmy identity - Palmerston North becoming the food and innovation Capital of Aotearoa.
Is innovative, delivering something new or addressing an issue that	Partial	Difficult to claim the event is innovative or new when it repeats annually.

affects the people of Palmerston north in line with Council's strategic goals.		
Significant regional or national importance	Achieved	Event is of national importance to the sector.
Positively profiles the city of Palmerston North	Partial	One of three years in Palmerston North. In Year 1 & 2 Palmerston North are category sponsors so would be recognised. High in Year 3
Provides quantifiable benefit	Partial	Economic impact to city is higher in Year 3 and lower in Years 1 & 2. In 2022, 44% of attendees travelled from outside the region. Risk that the event remains in Auckland and Palmerston North food innovation image is lessened as a consequence.

3. CONCLUSION

- 3.1 Food and innovation are key sectors for the city to leverage, and a focus for this event.
- 3.2 The Sponsorship Fund for 2023/24 is expected to be fully subscribed even prior to receiving this proposal.
- 3.3 Should Council wish to prioritise this event, Officers would recommend that a separate budget line be established (Option 1). Doing so clarifies the commitment and would prevent disadvantage to other applications to the Sponsorship Fund in future years.
- 3.4 Alternatively, Option 2 allows for the Food Awards sponsorship proposal to be covered under the current policy and increased funding to Programme 1480.

4. NEXT STEPS

- 4.1 Should Council agree Option 1 or Option 2, Officers will include the recommendation for Elected Members to consider in the budget debate on 31 May. Officers will work with the New Zealand Food Awards team on promoting the city as the food innovation hub for New Zealand.

COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	No
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 1: An Innovative and Growing City	
The recommendations contribute to the achievement of action/actions in Economic Development	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Contribution to economic benefit is outlined above.

ATTACHMENTS

NIL

REPORT

TO: Council

MEETING DATE: 5 April 2023

TITLE: Draft Water Supply Bylaw 2023 - approval for consultation

PRESENTED BY: Lili Kato, Policy Analyst, and Peter Ridge, Senior Policy Analyst

APPROVED BY: David Murphy, Chief Planning Officer

RECOMMENDATIONS TO COUNCIL

1. That Council approve the draft Palmerston North Water Supply Bylaw 2023 for consultation (Attachment 1).
2. That Council delegate authority to the Chief Planning Officer to approve minor amendments to the consultation document prior to publication.

SUMMARY OF OPTIONS ANALYSIS FOR THE DRAFT WATER SUPPLY BYLAW

Problem or Opportunity	<p>Council is required under the Local Government Act 2002 to review the Water Supply Bylaw 2015 within five years of it being adopted. This review was conducted in 2020, and on 25 March 2020 Council made the following resolution:</p> <p>'That the Chief Executive is instructed to draft an amended Water Supply Bylaw which addresses the perceived problem of providing a reliable efficient water supply system that maintains public health and safety and preserves the environment.'</p> <p>The draft Water Supply Bylaw provided in this report responds to this resolution.</p>
OPTION 1:	Approve the draft Water Supply Bylaw and Administration Manual 2023 for public consultation (recommended)
Community Views	Community views have not yet been sought.
Benefits	Community feedback into an updated local legal framework that regulates the water supply network.
Risks	The Three Waters National Transition Unit has indicated that it will begin working towards replacing bylaws which could overlap with this consultation process.
Financial	Costs can be met within current budgets.

OPTION 2:	Continue the current water supply bylaw in accordance with section 160(3)(b) of the Local Government Act 2002 (and consult accordingly)
Community Views	Community views have not yet been sought.
Benefits	No significant benefits have been identified.
Risks	Council will be consulting on a current bylaw that does not include any of the potential improvements identified. If the consultation process identifies changes that Council would like to make, then further consultation will be required.
Financial	Costs can be met within current budgets.
OPTION 3:	Defer approval to consult on the water supply bylaw until the uncertainties with the Three Waters reforms are clarified
Community Views	Community views have not yet been sought.
Benefits	Council will have clarity on timeframes imposed by the new entity, and the regulatory tools that will be employed.
Risks	Identified improvements to the bylaw may be deferred or lost. Lost opportunity in the short term to embed improvements and changes not being adopted in the long term.
Financial	Costs can be met within current budgets.

RATIONALE FOR THE RECOMMENDATIONS

1. OVERVIEW OF THE PROBLEM OR OPPORTUNITY

- 1.1 The draft **Water Supply Bylaw 2023** and **Water Supply Bylaw Administration Manual 2023** respond to the outcome of a bylaw review (required by the Local Government Act 2002) conducted in 2020. The report provides the opportunity for the 25 March 2020 resolutions by Council to be met.

Three Waters Reforms

- 1.2 Since 2019 the Government has made a suite of changes to three waters regulations. Taumata Arowai was established as the centralised regulator to oversee, administer and enforce a new drinking water regulatory system. One of the three proposed Bills which give effect to system-wide reforms to water delivery services has been passed into law – The Water Services Entities Act 2022. This Act does not make water supply bylaws immediately or imminently redundant.

- 1.3 The Water Services Legislation Bill is currently proceeding through the house and is scheduled to be adopted into law later this year. This Bill will give the boards of the waters services entities the ability to create binding instruments (similar to our existing bylaws) in the establishment period (from December 2022 until the establishment date - 1 July 2024). The Board can create new instruments for all or part of the entity area, or it can adopt existing bylaws in the applicable entity area (with or without amendment). If it adopts an existing bylaw for an existing area and does not materially change the effect of that bylaw, then no further consultation is required.
- 1.4 Under the current law water supply bylaws remain the legal instrument to regulate the distribution of treated water around the City, and the relationship between water supply customers and Council as service provider.

2. BACKGROUND AND PREVIOUS COUNCIL DECISIONS

- 2.1 The current Water Supply Bylaw 2015 was reviewed in 2020 as required by the Local Government Act 2002 ('LGA 2002'). On 25 March 2020 Council resolved:
1. *That pursuant to s 155(1) of the Local Government Act 2002, Council determines that a bylaw is the most appropriate way of addressing the perceived problem of providing a reliable and efficient water supply system that maintains public health and safety and preserves the environment.*
 2. *That pursuant to s155(2)(a) of the Local Government Act 2002, Council determines that a stand-alone bylaw is the most appropriate form for a water supply bylaw.*
 3. *That pursuant to s 155(2)(b) of the Local Government Act 2002, Council agrees that it is not anticipated that a revised bylaw would give rise to implication under the New Zealand Bill of Rights Act 1990.*
 4. *That the Chief Executive is instructed to draft an amended Water Supply Bylaw which addresses the perceived problem of providing a reliable efficient water supply system that maintains public health and safety and preserves the environment.*
- 2.2 The length of time that has lapsed since these resolutions is due to Covid-19 related delays and staff turnover.

3. DESCRIPTION OF OPTIONS

- 3.1 The primary purpose of this report is to present Council with a draft water supply bylaw and to seek approval to publicly consult on this draft. The options are to approve the draft bylaw for public consultation, to continue the current bylaw instead, or to defer a decision until the uncertainties of the Three Waters reforms are clarified.

4. ANALYSIS OF OPTIONS

Option 1: Approve the draft water supply bylaw and administration manual for consultation (recommended)

- 4.1 Option 1 is the next step towards completing the bylaw development process and in line with legislative requirements to publicly consult. Staff have made improvements to the current bylaw and in line with best practice are seeking feedback from the community on whether we got it right. Following consultation, the draft bylaw, with any amendments, will be recommended to replace the current bylaw.
- 4.2 The intent and principles of the draft bylaw remain the same, but improvements have been proposed to the structure and wording to improve clarity of purpose, readability, and implementation. The following is a summary of the changes:
- An acknowledgement that tangata whenua are kaitiaki of water, and particularly Rangitāne o Manawātū's role as mana whenua.
 - Drafting backflow provisions within the bylaw instead of as a separate appendix.
 - Clarifying Council's ability to review extraordinary and restricted flow supply connections to ensure the safety and integrity of the network.
 - Improving cross reference between the bylaw and administration manual.
 - Updating maps.
 - Removing forms and duplicated appendices.
- 4.3 The main benefit of choosing Option 1 is giving the community the opportunity to provide feedback on a local legal framework that regulates Council's water supply network. Council is the largest drinking water supplier in Palmerston North overseeing:
- Two dams at Turitea Reserve;
 - Eight water supply bores;
 - The Turitea water treatment plant that treats water collected at the dams;
 - A distribution network which includes 566km of main pipelines, 196km of service lines, 4,894 valves, 3201 hydrants, 2098 meters, 448 backflow preventers and 31,390 connections to properties.
- 4.4 The risk of choosing Option 1 is that it may overlap with work that the National Transition Unit has indicated it will begin carrying out in relation to bylaw replacements. The Water Services Legislation Bill (currently with Select Committee and expected to become law by mid-2023) will be the legislative

instrument that gives the entities the power to regulate the water services it is responsible for. The practicalities and timing for how this will be carried out remain unknown.

Option 2: Continue the current bylaw in accordance with Section 160(3)(b) of the Local Government Act 2002 (and consult accordingly)

- 4.5 Option 2 is an available course of action if Council decides to not pursue an amendment or replacement through the draft bylaw. If Council adopt Option 2 then a resolution will be required to rescind the 25 March 2020 resolution to develop a replacement bylaw. Section 160 of the Local Government Act 2002 requires us to consult if we decide that the current Bylaw should continue without amendment.
- 4.6 There are no significant benefits identified for this option, and therefore it is the least preferred option.
- 4.7 The risk of choosing this option is that Council will be consulting on an existing bylaw that was adopted in 2015 but does not include any proposed changes for improvement. If the consultation process does identify improvements to the bylaw that the Committee or Council would like to include then further consultation may be required which will lead to delays in adoption and implementation.

Option 3: Defer approval to consult on the water supply bylaw until the uncertainties with the Three Waters reforms are clarified

- 4.8 If Council is opposed to directing any further resource to this bylaw for the time being, then Option 3 is a possible course of action. Section 160(3) of the LGA 2002 does not specify a time in which Council needs to choose a course of action following the review. Therefore, doing nothing following the review does not affect Council's ability to continue to regulate water supply under the current bylaw. The current bylaw will still be in effect until 2030, or when it is superseded by rules imposed by the Water Services Entities.
- 4.9 The benefit of choosing this option is that Council will be more informed in terms of how the handover for regulating the water supply network will proceed. At this time there is little detail available, particularly regarding the timeframes and mechanism of how bylaws will be replaced. In the short-term Council can direct resources to other priorities, while still having the ability to revisit the work should there be significant change to the planned bylaw replacement. This would avoid taking the draft bylaw through consultation deliberation and adoption, and implementation phases, that will require input from a team of staff and other resources.
- 4.10 The risk in choosing this option is a lost opportunity to future-proof the bylaw now, and therefore identified improvements to the bylaw would be lost or delayed. The Three Waters landscape is continually changing, and benefits of Option 3 are contingent on the reforms proceeding as planned. The outcome

of the general election (scheduled for October 2023) may impact the future of the Three Waters reforms.

5. CONCLUSION

- 5.1 Approving the draft Water Supply Bylaw and Administration Manual for public consultation (Option 1) is recommended. This will allow the process of making a new bylaw to proceed and be adopted in June 2023. Formal consultation will provide the opportunity to receive submissions on the proposal.

6. NEXT ACTIONS

- 6.1 If the Council approves the draft bylaw for public consultation, then the Statement of Proposal will be finalised for publication and the consultation process will begin.
- 6.2 A consultation plan will be developed and implemented providing opportunities for feedback on the proposal.
- 6.3 The proposed consultation period will run for a month over April 2023. The hearing of submissions is planned for May 2023. A final report, with staff advice on the issues raised by submitters, and recommendations on proposed changes to the draft Bylaw and Administration Manual, will be presented to Council in June 2023. If adopted by Council, implementation will begin from 1 July 2023.

7. OUTLINE OF COMMUNITY ENGAGEMENT PROCESS

- 7.1 Under section 156 of the LGA 2022 the Council is required to use the special consultative procedure if the bylaw concerns a matter identified in the Significance and Engagement Policy as being of significant interest to the public, or the Council considers that there is a significant impact on the public due to the proposed bylaw.
- 7.2 Based on the assessment of the specific requirements under the LGA 2022 for bylaw making, and taking into account the Significance and Engagement Policy, the special consultative procedure will be used for consultation on the draft Water Supply Bylaw.
- 7.3 The consultation document provided in Attachment one includes the Statement of Proposal, the reasons for the proposal, and the determinations made by Council under Section 155 of the LGA 2022.

COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No

Does this decision require consultation through the Special Consultative procedure?		Yes
Is there funding in the current Annual Plan for these actions?		Yes
Are the recommendations inconsistent with any of Council's policies or plans?		No
The recommendations contribute to Goal 4: An Eco City		
The recommendations contribute to the achievement of action/actions in Waters		
The action is: Complete the review of the Water Supply Bylaw		
Contribution to strategic direction and to social, economic, environmental and cultural well-being	An appropriate bylaw to determine the management of the city's water supply will protect and provide a sustainable water supply network.	

ATTACHMENTS

1. Statement of Proposal - Draft Water Supply Bylaw 2023 [↓](#) 



Palmerston North City Council
Draft Water Supply Bylaw 2023

Statement of Proposal

Introduction

This Statement of Proposal proposes to adopt a Water Supply Bylaw that will replace the current Bylaw which was reviewed in March 2020. The current Bylaw was adopted in 2015 and was required to be reviewed by March 2020.

The intent and principles of the proposed Bylaw remain the same, but improvements have been made to the structure and wording to improve clarity of purpose, readability, and implementation. The scope of these changes is set out in the following section.

The Proposal

The proposed Bylaw and Administration Manual include a number of changes. Many are minor, but a few are more significant, and these are detailed below:

Part Two – Protection of Water Supply	Explanation
Clause 2.2 - Purpose	In line with the stormwater bylaw this clause acknowledges tangata whenua as kaitiaki of water, and particularly Rangitanē o Manawatū's role as mana whenua.
Clause 12 – Backflow Prevention	This clause elevates backflow prevention provisions which are currently included as an appendix to the administration manual. Backflow prevention is integral to protecting the network and therefore should be included in the body of the bylaw.
Part Three – Connecting to the network	Explanation
Clause 16.5 and 16.6 – Water Supply Areas	This clause has been tweaked to make it clear that Council assesses the serviceability of these connections before a discretionary decision can be made to approve it as an extraordinary supply or take other measures.
Clause 28.2 – Restricted Flow Supply	This clause clarifies that Council may review the serviceability of any restricted flow supply connection to preserve the safety and integrity of the network.

Schedule 1 – Turitea Reserve Controlled Catchment Area	The Turitea Reserve map has been updated.
Administration Manual	
Part Three – Standard Conditions of Water Supply	Explanation
Clause 6.5 – Application for supply	This clause clarifies that Council may review the serviceability of any extraordinary supply connection to preserve the safety and integrity of the network.
Clause 14 – Backflow Protection	Further provisions relating to backflow protection, regarding the customer's responsibilities and the measures Council can take to ensure backflow protection devices are installed and working as expected.
Appendix One – Water Supply Areas	The water supply areas map has been updated.

There are a number of minor and consequential changes throughout the proposed Bylaw and Administration Manual. For instance, dates have been updated, job titles have been updated, and where new terms have been introduced (for instance, water supply network) these terms have been incorporated throughout the proposed Bylaw and Administration Manual as appropriate.

The proposed bylaw already enables authorised delegated persons to specify forms and procedures for the effective administration of the Bylaw and so the forms have been removed.

Reason for the proposal

The main reason for the proposal is that the current Bylaw was reviewed in 2020 and Council made the following resolution on 25 March 2020:

"That the Chief Executive is instructed to draft an amended Water Supply Bylaw which address the perceived problem of providing a reliable efficient water supply system that maintains public health and safety and preserves the environment."

The proposed Bylaw will therefore replace the current Bylaw so that the Council can continue to regulate the water supply network. The proposed Bylaw provides an opportunity for the Council to revise the current Bylaw and make improvements to its operation.

S155 Determination

Under S155 of the Local Government Act 2002, the Council is required to determine whether a bylaw is the most appropriate way of addressing the perceived problem. A report on these determinations is required to be included in this Statement of Proposal.

On 11 March 2020 the Planning and Strategy Committee received a report that detailed the perceived problems for water supply. It also evaluated whether a bylaw was the most appropriate way of addressing the perceived problems, considered whether the form of the bylaw was the most appropriate form, and whether any such bylaws would be likely to give rise to concerns under the Bill of Rights Act 1990.

As a result of that report, the Committee made the following determinations in respect of water supply:

1. That pursuant to s 155(1) of the Local Government Act 2002, the Council determines that a bylaw is the most appropriate way of addressing the perceived problem of providing a reliable and efficient water supply system that maintain public health and safety and preserves the environment.
2. That pursuant to s155(2)(a) of the Local Government Act 2002, that Council determines that a stand-alone bylaw is the most appropriate form for a water supply bylaw.
3. That pursuant to s 155(2)(b) of the Local Government Act 2002, the Council agrees that it is not anticipated that a revised bylaw would give rise to implication under the New Zealand Bill of Right Act 1990.

The report is available on the Council website www.pncc.govt.nz. A full copy of the 11 March 2020 report can be provided on request.

Consultation process

Anyone can make a submission about the proposals described in this document. We encourage anyone with an interest in the issues raised to make a submission.

This Statement of Proposal, a Summary of Information, and the submission form can be found at:

- Palmerston North City Council website
<http://www.pncc.govt.nz/yourcouncil/consultations-initiatives-and-projects/consultations/>
- Customer Service Centre, Palmerston North City Council, The Square, Palmerston North; and
- City Library, The Square, Palmerston North, and the libraries at Ashhurst, Awapuni, Roslyn, Linton and Te Pātikitiki/Highbury.

You are entitled to appear before the Council and speak to your submission. Please indicate on your submission form whether you wish to do this. The Council intends to hear submissions on this proposal at a Committee meeting likely to be held in May 2023. The date and time for hearings will be confirmed in the letter acknowledging your submission, and will also be advertised in the Manawātū Standard and Guardian newspapers.

To get your submission to us, either:

Mail to: Draft Water Supply Bylaw 2023 Submissions, Democracy and Governance Team, Palmerston North City Council, Private Bag 11034, Palmerston North 4442

Deliver to: Palmerston North City Council Customer Service Centre, 32 The Square, Palmerston North

Email to: submission@pncc.govt.nz (subject "Draft Water Supply Bylaw 2023")

Phone: 06 356 8199 Fax to: 06 355 4115

**The submission period runs from
8 April to 4pm Monday 1 May 2023.**

Please note that all written submissions, including the contact details on the submission, will be made available to the public and media and on the Council's website, unless you request that your contact details are kept private. For further information on this consultation please phone the Council on 06 356 8199 or email us at info@pncc.govt.nz.



PALMERSTON NORTH CITY

PALMERSTON NORTH WATER SUPPLY BYLAW

2023

Table of Contents

PART ONE – INTRODUCTION	3
TITLE 3	
PURPOSE	3
COMMENCEMENT	3
REPEALS	3
APPLICATION	3
DEFINITIONS	3
PART TWO – PROTECTION OF WATER SUPPLY	11
PROTECTION OF SOURCE WATER	11
ACCESS TO THE WATER SUPPLY NETWORK	11
WATER FILLING STATIONS	12
PERMITS	12
BURIED SERVICES	13
BACKFLOW PREVENTION	13
E COLI TEST	14
DEMAND MANAGEMENT	14
EMERGENCY CONDITIONS	14
PART THREE – CONNECTING TO THE NETWORK	15
WATER SUPPLY AREAS	15
APPLICATION FOR SUPPLY	15
ON-DEMAND SUPPLY	16
STANDARD CONDITIONS OF SUPPLY	16
LEVEL OF SERVICE	16
POINT OF SUPPLY	17
FIRE PROTECTION CONNECTIONS	18
CUSTOMER'S PLUMBING SYSTEM	19
CHANGE OF OWNERSHIP	19
DISCONNECTION AT CUSTOMER'S REQUEST	19
EXCESSIVE AND WASTEFUL USE	20
METERING, METERS AND FLOW RESTRICTORS	20
RESTRICTED FLOW SUPPLY	21
PART FIVE – ENFORCEMENT	22
FEES AND CHARGES	22
OFFENCES AND PENALTIES	22
PART SIX – ADMINISTRATION	23
DELEGATIONS	23
SCHEDULE 1 – TURITEA RESERVE CONTROLLED CATCHMENT AREA	24
SCHEDULE 2 – FEES AND CHARGES	25

PART ONE – INTRODUCTION

TITLE

- 1.1. The title of this Bylaw is the Palmerston North Water Supply Bylaw 2023.

PURPOSE

- 6.2 This bylaw is made under the authority of the Local Government Act (2002) for the supply of water to premises by the Palmerston North City Council. The purpose of this bylaw is to:
- a) ensure efficient and sustainable use of natural resources.
 - b) protect, promote and maintain public health and safety in the supply of drinking water in accordance with the Water Services Act 2021, and
 - c) protect public water supply infrastructure from misuse, damage, nuisance and interference.

- 6.3 The Council in making this bylaw, acknowledges the particular interest in this Bylaw of tangata whenua as kaitiaki of water, and particularly recognises the role of Rangitāne o Manawātū as mana whenua.

COMMENCEMENT

- 6.4 This bylaw comes into force on 01 July 2023

REPEALS

- 6.5 The Palmerston North Water Supply Bylaw 2015 and its Administration Manual are repealed with effect from midnight on 01 July 2023.

APPLICATION

- 6.6 This Bylaw applies to all water supplies that are administered by Palmerston North City Council.

DEFINITIONS

- 6.7 For the purpose of this Bylaw and its Administration Manual, unless inconsistent with the context, the following definitions apply:

Administration Manual	means the Administration Manual for the Palmerston North Water Supply Bylaw 2023, as approved by the Council when the Palmerston North Water Supply Bylaw 2023 was made and as amended from time to time by delegated authority under this bylaw.
-----------------------	---

Air gap separation	means a minimum vertical air gap between the outlet of the water supply fitting which fills a storage tank, and the highest overflow water level of that storage tank.
Approved	means approved in writing by the Council or its delegate
Authorised Officer/Agent	means an officer or an agent appointed by the Council and given powers to perform duties and functions under the Bylaw and includes an enforcement officer appointed under section 177 of the LGA 2002.
Backflow	means a flow of water or other liquid through any service pipe in a reverse direction to the normal supply flow.
Backflow Preventer	means a device installed to prevent backflow (most commonly, such a device where it is installed at the point of supply to prevent backflow from private property entering the water supply network).
Bylaw	means the Palmerston North Water Supply Bylaw 2023.
Check Valve	means a valve designed to prevent flow in the reverse direction to normal flow.
Conditions of supply	means the conditions which are required to be met by any applicant for a water supply connection to Council's water supply network, as outlined in the Administration Manual.
Council Customer	means the Palmerston North City Council means a person who uses or has obtained the right to use or direct the manner of use of water supplied by Council to any premises. The customer shall normally be the owner of the premises.
Detector check valve	means a check (non-return) valve which has a positive closing pressure and a metered bypass

	to measure flows typically associated with leakage or unauthorised use on a dedicated fire supply.
Emergency conditions	means hazards natural or otherwise (such as floods, droughts or earthquakes but not limited to these), accidents, acts of sabotage, terrorism and or war that result in or necessitate disruptions to the supply of water, including pipeline failures or failure of any component of the water supply infrastructure.
Engineering standards for land development	means Council's document which details the Engineering Standards required for Land Development which is reviewed from time to time.
Extraordinary supply	means a category of on-demand supply for extraordinary use and may be subject to specific conditions and limitations.
Extraordinary use	means the use of water for purposes other than ordinary use and includes, but is not limited to: <ul style="list-style-type: none"> a) Commercial and businesses uses b) Industrial uses c) Filling a domestic spa or swimming pool in excess of 10m³ capacity d) Permanent fixed garden irrigation systems e) Horticultural, agricultural and viticultural uses f) Temporary supply g) Fire protection systems, other than sprinkler systems installed to comply with NZS4517, which have prior approval of the Council h) Any customer using water outside the water supply area.
Firefighter	means a person authorised to carry out firefighting under the Fire and Emergency New Zealand Act 2017.
Firefighting	means taking any action to control, restrict, suppress or extinguish fire.

Fire protection connection	means a connection designed to supply a sufficient flow of water to extinguish a fire, for example, a sprinkler.
Forester	means that person responsible for the management of a Council controlled catchment area or water reserve.
Level of service	means the measurable performance standards of which the Council aims to supply water to its customers as outlined in the most recent Long Term Plan.
LGA 2002	means the Local Government Act 2002.
Long Term Plan	means the current Palmerston North City Council Long Term Plan, adopted in accordance with the LGA 2002.
Meter	means a device for measuring the flow of water through a pipe.
On-demand supply	means a supply of water which is available whenever desired by the customer directly from the point of supply, subject to the Council's level of service. It includes ordinary supply and extraordinary supply.
Ordinary supply	means a category of on-demand supply used solely for ordinary use.
Ordinary use	means the use of water solely for domestic purposes in a dwelling. This includes, subject to prior Council approval, use in a fire sprinkler system installed to comply with NZS4517, and the use of a hose for; <ul style="list-style-type: none"> a) Washing down a boat, car, or other domestic vehicle; b) Filling a spa or swimming pool up to and including 10m³; c) Garden watering by hand; and d) Garden watering by one portable sprinkler per premises.

Permit	means any approval or consent required or given by the Council under this Bylaw.
Permit holder	means a person who has been granted a permit under this Bylaw.
Person	Includes a corporation sole and also a body of persons whether corporate or otherwise.
Point of supply	means the point on the service pipe which marks the boundary of responsibility between the individual customer and the Council, irrespective of property boundaries.
Potable	in relation to drinking water, means water that meet the requirements specified by Taumata Arowai.
Premises	means: <ul style="list-style-type: none"> a) A property allotment which is held under a separate certificate of title or for which a separate certificate of title may be issued and in respect to which a building consent has been or may be issued; or b) Where a building exists, whether or not a building consent has been issued, that is accepted by Council as meeting the building and planning requirements as detailed on the information for that building deposited with Council; or c) A building that has been defined as an individual unit by a cross-lease, unit title or company lease, and for which a certificate of title is available; or d) Land held in public ownership (e.g. reserve) for a particular purpose.
Public notice	in relation to a notice given by Council, means one that: <ul style="list-style-type: none"> a) is made publicly available, until any opportunity for review or appeal in relation to the matter notified has lapsed, on Council's website; and b) is published in at least one daily newspaper circulating in Palmerston North.

Restricted flow supply	means a type of water supply connection where a small continuous flow is supplied by a flow control device across an air gap separation, and storage is provided by the customer to cater for the customer's demand fluctuations.
Restrictor	means a control device fitted to the service pipe to regulate the flow of water to a customer's premises.
Road controlling authority	in relation to a road means: (a) the authority, body or person having control of the road; and (b) includes a person acting under and within the terms of a delegation or authorisation given by the controlling authority.
Rural supply	means a type of Ordinary Supply operating only in the rural and rural residential zones, where there is no guarantee of Levels of Service. Rural supply does not guarantee a firefighting capability.
Service pipe	means that section of water pipe between a water main and the point of supply. This section of pipe is owned and maintained by the Council.
Service valve	means a valve installed in the pipeline to control and isolate the supply.
Storage tank	means any tank having a free water surface.
Supply pipe	means that section of pipe between the point of supply and the customer's premises through which water is conveyed to the premises. This section of pipe is owned and maintained by the customer.
Turitea Controlled Catchment Area	means the area of land containing approximately two thousand, seven hundred and eleven hectares (2711 ha) more or less, occupying the northern part of the Turitea Reserve as shown in schedule 1 of this bylaw,

	but does not include the area known as Hardings Park, which is designated a scenic reserve. The boundary between the Controlled Catchment Area and Hardings Park is the edge of a 200m buffer area south of the formed track on the north side of Hardings Park.
Unit	Means the basis of measurement for a restricted flow supply. One unit equals a volume of 1.0m ³ per day.
Water Conservation Management Plan	means the document adopted by the Council which set out the initiatives and measures to use water more efficiently and reduce water consumption.
Water supply area	means an area identified by the Council as an area serviced by a reticulated water supply system that is intended to supply water to customers via on-demand supplies with a firefighting capability.
Water supply network	means infrastructure for water supply from the point of extraction from the natural environment.
Water supply works	means connection, alteration or disconnection works on the water supply network, including the supply and installation of Council water supply assets.
Water unit	means a volume of 365 m ³ delivered at the rate of 1 m ³ per day and is the basis of measurement for the restricted flow supply.
Working day	means a day of the week excluding: a) Saturday, Sunday, New Year's Day, the Day after New Year's Day, Waitangi Day, Good Friday, Easter Monday, Anzac Day, the Sovereign's Birthday, Matariki, Labour Day, Christmas Day and Boxing day; and b) if Waitangi Day or Anzac Day fall on a Saturday or Sunday the following Monday; and c) the day observed as Wellington Anniversary Day.

DRAFT FOR CONSULTATION

PART TWO – PROTECTION OF WATER SUPPLY

PROTECTION OF SOURCE WATER

- 6.8 No person shall enter any land or any building owned or occupied by the Council which is used for the protection of source water or for a public water supply facility unless specifically permitted by the Council.
- 6.9 Council may issue entry permits for the Turitea controlled catchment area for the purpose of hunting to control deer and other introduced animals only. Standard permit conditions are outlined in section 5 of the administration manual.
- 6.10 The following activities are prohibited in the Turitea controlled catchment area:
- a) camping;
 - b) taking, or allowing to stray, any livestock;
 - c) bathing or washing anything in any water body within the area;
 - d) depositing any dirt, rubbish, or foul material of any kind;
 - e) defecating (unless 20 metres or more from any watercourse and buried to a depth of 15 centimetres or more).
- 6.11 All people carrying out water supply works must follow the Council safety procedures issued by Council.

ACCESS TO THE WATER SUPPLY NETWORK

- 6.12 No person may access or interfere with any part of the Council's water supply network, except:
- a) The Council and its authorised agents;
 - b) Where section 44 (a) or section 48 of the Fire and Emergency New Zealand Act 2017 apply.
 - c) A person granted a permit under this Bylaw which allows them to access the water supply network if they are in compliance with the conditions of the permit;
 - d) To operate the service valve.
- 6.13 Where the point of supply is on private property the customer shall allow the Council unrestricted access to and about these areas for:
- a) Water meter reading, without notice between 7:30am and 6pm on any working day; or
 - b) Checking, testing and maintenance work, with notice being given where reasonable to do so, between 7:30am and 6pm on any working day; or
 - c) Leak detection or other urgent work at any time of day, with 24 hours' notice; or
 - d) Responding to emergency conditions at any time of day, with notice being given where reasonable to do so.

- 6.14 Where access is not made available for any of the above and a return visit is required by the Council, a rate in accordance with the "Meter reading by appointment" item may be charged.
- 6.15 The customer must maintain the area in and around the point of supply free of soil, growth, or other matter or obstruction which prevents, or is likely to prevent, convenient access.

WATER FILLING STATIONS

- 6.16 No person may draw water from a water filling station without being granted a permit by the Council under this Bylaw.
- 6.17 Council reserves the right to restrict flow or close the water filling station when restrictions are in place.

PERMITS

- 6.18 Where an activity under this Bylaw requires a permit from the Council, the person seeking a permit must:
- a) Complete the required application form;
 - b) Pay the applicable fee; and
 - c) Comply with any requirements set as conditions of that permit.
- 6.19 Every application for an entry permit to the Turitea Controlled Catchment Area must also be accompanied by:
- a) two passport photos;
 - b) a photocopy of the applicant's firearms licence; and
 - c) a medical certificate signed by a registered medical practitioner, certifying that the holder is free from any contagious disease that would put the Water Supply at risk.
- 6.20 The standard conditions of the permit shall be those recorded in Part Two of the Administration Manual at the time the permit is issued unless expressly varied in which case the variations will prevail to the extent of any inconsistency. A permit may include, in addition to the standard conditions, any conditions that the Council considers are necessary to manage the effects of the activity to achieve the objectives of this Bylaw and minimise the risk of nuisance.
- 6.21 The Council may grant a permit for an activity that would otherwise contravene this Bylaw.
- 6.22 A permit is personal to the applicant and is not transferrable.
- 6.23 The Council may revoke or suspend any permit issued under this Bylaw at any time, or suspend for such periods of time, on such terms and conditions as the Council may consider are necessary to manage the effects of the activity, achieve the objectives of the Bylaw and minimise the risk of nuisance.

BURIED SERVICES

- 6.24 No person may carry out any excavation work within a road without permission in writing from the road controlling authority.
- 6.25 Any person proposing to carry out any excavation work in Palmerston North must first view the as-built information on Council records to establish whether or not Council's buried services are located in the vicinity.
- 6.26 At least five working days' notice in writing shall be given to Council of an intention to excavate within two metres of the water supply network.
- 6.27 Where appropriate, the Council will mark out to within +0.5m on the ground the location of buried services and may nominate in writing any restrictions on the work it considers necessary to protect the network. The Council may charge for this service.
- 6.28 Any person excavating and working around Council's buried services must take reasonable care to ensure buried services are not damaged and that bedding and backfill is reinstated in accordance with the Council's Engineering Standards for Land Development.
- 6.29 Any person who damages Council's buried services must notify the Council immediately. The person responsible for causing the damage must reimburse the Council for all costs associated with repairing the damaged service, and any other costs the Council incurs as a result of the incident.

BACKFLOW PREVENTION

- 6.30 All persons accessing the water supply network for any purpose must take measures set out in section 14 of the Administration Manual to prevent water which has been drawn from the Council's water supply from returning to that supply.
- 6.31 All fire protection connections will have an approved backflow prevention device installed.
- 6.32 Existing extraordinary supply connections without adequate backflow prevention are to be upgraded at the customer's cost. Those upgrades will be prioritised according to potential risk.
- 6.33 Existing ordinary supply connections without backflow prevention will be upgraded when the service valves or meters are replaced by Council at no additional cost to the customer.
- 6.34 The Council may undertake annual testing on all backflow prevention devices within the water supply network. The owner of the premises at which the backflow prevention device is installed will be charged a fee for testing, repair or replacement.
- 6.35 Installation, maintenance, testing and replacement of boundary backflow prevention devices shall be undertaken by an authorised officer or agent.

E COLI TEST

- 13.1 A customer may request Council to collect a water sample from water supplied by the Council to their property and test the water sample for E coli. If the test result passes the drinking-water standards the customer may be charged for the costs associated with the testing. Where the test result does not pass the drinking-water standard, Council will pay the costs associated with the testing.

DEMAND MANAGEMENT

- 14.1. The Council may set restriction on water use to manage demand. The levels of restrictions that may be set are contained at section 9 of the Administration Manual.
- 14.2. In managing water demand the Council will take into account:
- a. the usage of water compared to the target levels in the Water Conservation Management Plan;
 - b. the amount of storage in Council reservoirs; and
 - c. seasonal weather conditions including recent rainfall and the prospects for rain.
- 14.3. The imposition of water use restrictions will be made in a public notice.
- 14.4. No person shall use water in contravention of any restriction or prohibition made by Council under this Bylaw.

EMERGENCY CONDITIONS

- 15.1 During emergency conditions the Council may restrict or prohibit the use of water for any specified purpose, for any specified period, and for any or all its customers. Such restrictions will be made in a public notice.
- 15.2 All decisions made pursuant to section 15.1 will be made by Council except where immediate action is required by the Council's Chief Infrastructure Officer. The Chief Executive Officer will advise Council of all decisions made as soon as practicable.

PART THREE – CONNECTING TO THE NETWORK

WATER SUPPLY AREAS

- 16.1 The Council may identify water supply areas within which an on-demand supply is provided via a reticulated water supply network. The Council's water supply areas are shown in Appendix One of the Administration Manual.
- 16.2 All Premises within a water supply area identified under this Bylaw are entitled to apply for a water supply connection under the Bylaw.
- 16.3 Except as specifically provided for in this Bylaw, no new connections will be permitted to properties lying outside water supply areas.
- 16.4 Water supply pipes that convey water from a water source to a water supply area or treatment plant, or from a treatment plant or water supply area to another water supply area, are not part of the water supply areas. Properties adjacent to these pipes are not permitted to connect to them.
- 16.5 Where an existing connection has been installed or located outside the water supply area prior to the commencement of this Bylaw, Council will review its serviceability to ensure the safety and integrity of the network. Following the review Council at its discretion may approve the connection as an "extraordinary supply" or take any other reasonable actions to preserve the safety and integrity of the network.
- 16.6 Where premises are zoned rural and are within a water supply area and/or zoned residential but outside the water supply area, Council will review the serviceability of these connections to ensure the safety and integrity of the network. Following the review Council at its discretion may approve an "extraordinary supply" connection or take any other reasonable actions to preserve the safety and integrity of the network.
- 16.7 Any connections without Council authorisation may be disconnected, at the property owners' cost.

APPLICATION FOR SUPPLY

- 17.1 No person may connect or make alterations to the Palmerston North City Council's water supply network unless approved in writing by the Council.
- 17.2 Every application for a supply of water will be made in writing on the prescribed Council water supply application form and accompanied by the prescribed charges. The applicant must provide all the details required by Council.
- 17.3 Within 10 working days of the receipt of a complete application form the Council will either:

- a) Approve the application and inform the applicant of the type of supply, the size of the connection, and any conditions the applicant must meet; or
- b) Refuse the application and notify the applicant of the decision giving the reasons for refusal.

17.4 An approved application for supply which has not been actioned within six months of the date of approval will lapse unless otherwise approved. Any refund of application fees will be at the discretion of the Council.

ON-DEMAND SUPPLY

- 18.1. Every premises shall be entitled to an ordinary supply of water if the following criteria are met:
- a. The premise lies within a water supply area if such an area has been constituted by Council;
 - b. Payment of the appropriate charges in respect of those premises is made;
 - c. The supply conforms to the provisions of the Administration Manual; and
 - d. Other charges or costs associated with subdivision development are paid.
- 18.2. Notwithstanding any other provisions in the Bylaw, the Council shall be under no obligation to provide an extraordinary supply connection.

STANDARD CONDITIONS OF SUPPLY

- 19.1 The Council may set and amend conditions for supply for any premises or class of premises. The conditions of supply will be those standard conditions recorded in Part Three of the Administration Manual, unless varied by the Council in which case the requirements of any variation shall prevail where there is any inconsistency with the standard conditions of supply. Council will keep records of all variations it makes to the standard conditions of supply with the property owner.
- 19.2 Every person receiving water supply from the Council does so on the basis of the standard conditions of supply that apply under this Bylaw, and must:
- a) Comply with the conditions of supply recorded in Part three of the Administration Manual and any variations;
 - b) Comply with the Council's Engineering Standards for Land Development; and
 - c) Comply with this Bylaw.

LEVEL OF SERVICE

- 20.1 The Council shall provide water in accordance with the level of service contained in the Long Term Plan of the Council.

- 20.2 The Council does not guarantee an uninterrupted or constant supply of water, or maintenance of an existing pressure which is in excess of an agreed level of service, but shall make every reasonable attempt to provide continuity of supply, subject to the exceptions in section 0 and 20.3 of the Bylaw.
- 20.3 Where physical works are planned which will substantially affect an existing supply, the Council will make every reasonable attempt to notify all customers known to be affected before the work commences. Where immediate action is required and this is not practical, the Council may shut down the water supply without notice. Council shall use reasonable endeavours to ensure that shutdowns do not exceed 8 hours.
- 20.4 Where a customer requires an uninterrupted level of service in relation to the flow, pressure or quality of water, it will be the responsibility of that customer to provide all necessary storage, back-up facilities or equipment.
- 20.5 The Council will not be liable for any loss, damage or inconvenience including any consequential losses whatsoever or howsoever caused which the customer (or any person using the supply) may sustain as a result of deficiencies in, or interruptions to, the water supply.
- 20.6 Without prejudice to clause 20.5 the Council may, under certain circumstances and solely at its discretion, make payments to customers for damage caused to equipment, appliances, processes and materials as a direct result of a variation in the water supply; provided that any such equipment or appliances have been designed to cater for reasonable variations in the flow, pressure and quality of the water supply.

POINT OF SUPPLY

- 21.1 For each customer there shall only be one point of supply, unless otherwise approved by the Council. The point of supply shall be located as set out in section 7 of the Administration Manual, unless otherwise agreed by the Council.
- 21.2 The Council shall own and maintain the service pipe and fittings up to the point of supply, including the water meter, restrictor or backflow prevention device, where fitted. The customer shall own and maintain the supply pipe beyond the point of supply. Without limiting the obligation on the customer, the customer shall undertake any specific maintenance or repairs on the customer's side of the point of supply, as directed by Council.
- 21.3 Council owns and maintains fire connections up to the point of supply. The valve and connecting pipe from the valve through to the property boundary and beyond is the responsibility of the property owner.
- 21.4 The Council gives no guarantee as to the serviceability of the valve located on the service pipe. Where there is no customer stopcock, or where maintenance is required

between the service valve and the customer stopcock, the customer may use the service valve to isolate the supply. However, the Council reserves the right to charge for maintenance of this valve if damaged by such customer use.

- 21.5 For a multiple ownership supply where a fire hydrant is attached to the supply, notwithstanding anything in sections 8.1 and 8.2 of the Administration Manual, the Council shall own and maintain the fire hydrant and the main that supplies it.

FIRE PROTECTION CONNECTIONS

- 22.1 Any proposed connection for fire protection will be the subject of a specific application (on the standard Council form) made to Council for approval. It will include all the details required by the Council and be accompanied by the prescribed fee.
- 22.2 Within ten working days of the receipt of a complete fire protection connection application form, Council will either:
- a. Approve the fire protection connection application and inform the applicant of the type of supply and any particular conditions to be met; or
 - b. Refuse the application and notify the applicant of the decision giving the reasons for refusal.
- 22.3 It will be the customer's responsibility to ascertain in discussion with the Council and Fire and Emergency New Zealand and monitor whether the fire protection supply available is adequate for the intended purpose.
- 22.4 The Council shall be under no obligation to provide a fire protection supply at any particular flow or pressure.
- 22.5 Where the supply of water to any premises is metered Council may allow the supply of water for the purposes of firefighting to be made in a manner which bypasses the water meter, provided that:
- a. The drawing of water is possible only in connection with the sounding of an automatic fire alarm or the automatic notification of Fire and Emergency New Zealand; or
 - b. A Council approved detector check valve has been fitted on the meter bypass.
- 22.6 Any unmetered connection provided to supply water to a fire protection system will not be used for any purpose other than firefighting and testing the fire protection system except where the fire protection system is installed in accordance with NZS 4517 and its subsequent updates.
- 22.7 Where a fire protection connection has been installed or located so that it is possible that water may be drawn from it by any person for purposes other than firefighting, Council may require an appropriate meter installed on the connection at the customer's expense.

- 22.8 Water used for the purpose of extinguishing fires will be supplied free of charge. Whenever water has been used for firefighting purposes for which a charge has been made, the customer may estimate the quantity of water used and, subject to Council approval, a sum based on such estimate at the appropriate charge rate shall be credited to the customer's account.

CUSTOMER'S PLUMBING SYSTEM

- 23.1 The customer's plumbing system shall be designed, installed and maintained, both in its component parts and its entirety, to ensure that it complies with all relevant statutory requirements in place at the time.
- 23.2 Quick-closing valves, pumps, or any other equipment which may cause pressure surges to be transmitted within the water supply system, or compromise the ability of the Council to maintain its stated levels of service, shall not be used on any piping directly connected to the service pipe, unless approved by the Council.
- 23.3 In accordance with the New Zealand Building Regulations 1992 the plumbing system must be compatible with the water supply. Specific features of the Council supply which need to be taken into account are contained in Table 1.

Table 1: Compatibility Features

Location	Feature	Value
Palmerston North City	Minimum pressure*	350kPa
Ashhurst Area	Minimum pressure*	350kPa
Linton Area	Rural water supply	Limited rural supply
Valley views	Rural water supply	Limited rural supply
Other small supplies outside water supply area	Rural water supply	Limited rural supply
Bunnythorpe	Minimum pressure*	300kPa
Longburn	Minimum pressure*	300kPa

*Minimum pressure related to the level of service set out in the Palmerston North Water Asset Management Plan.

CHANGE OF OWNERSHIP

- 24.1 In the event of a premises changing ownership the Council will automatically record the new owner as being the customer at the premises. Where a premise is metered the outgoing customer shall give the Council five working days' notice to arrange a final reading.

DISCONNECTION AT CUSTOMER'S REQUEST

- 25.1. The customer must make an application to Council for disconnection of water supply to a premises at least 20 working days prior to the desired disconnection date. The application must be made in writing on the prescribed Council form and accompanied by the prescribed charges. The applicant must provide all the details required by the Council.
- 25.2. On receiving approval of disconnection from Council the customer must arrange for any disconnection to be undertaken by a Council-approved contractor.

EXCESSIVE AND WASTEFUL USE

- 26.1 The customer must take all necessary steps to prevent the following occurring on the customer's side of the point of supply:
- water to run to waste from any pipe, tap or other fitting;
 - allowing the condition of the plumbing within the property to deteriorate to the point where leakage and or wastage is uncontrolled.
- 26.2 Unless specifically approved by the Council, the customer must not use water or water pressure directly from the supply:
- for a single pass cooling system;
 - for air conditioning
 - to dilute trade waste prior to disposal;
 - for cooling purposes in an industrial plant;
 - for generating energy; or
 - for driving lifts, machinery, educators, generators or any other similar device.
- 26.3 Where Council has reasonable grounds for believing the customer's water use is excessive or wasteful it will advise the customer to remedy the situation, following the process set out in section 10.2 of the Administration Manual.

METERING, METERS AND FLOW RESTRICTORS

- 27.1 Where a water supply is required to be metered under this Bylaw the customer is responsible for installation, maintenance, testing and replacement. Council or an approved contractor will undertake these on behalf of the customer, who will bear the costs for the same.
- 27.2 All commercial premises will be required to have a metered water supply unless an application for exemption is made to the Council and written approval given.
- 27.3 An ordinary supply of water is not normally metered, and the cost of such supply shall be determined by the process prescribed in the Local Government (Rating) Act 2002.
- 27.4 All owners of premises which have metered water supply must pay the prescribed rate for water supplied by meter.

- 27.5 The accuracy of meters shall be tested as and when required by the Council as described in section 11 of the Administration Manual.
- 27.6 A customer (ordinary or extraordinary supply) may request the Council to provide a water meter so that the customer may change from a uniform annual charge to a water by meter charge. This will be treated as a new application.
- 27.7 For meters shared by multiple owners which were in existence prior to the coming into effect of the Bylaw, it is the owners' responsibility to reach an agreement to apportion the bill and arrange the payment. Where new connections and meters are required or internal plumbing is to be altered, the costs must be met by the owners.
- 27.8 Meters and restrictors must be located on the Council side of the point of supply and readily accessible for reading and maintenance. Specific approval by Council is required if it is not practicable to locate the meter or restrictor immediately on the Council side of the point of supply.
- 27.9 A customer with a metered water supply is required to comply with any water restrictions imposed under this Bylaw.
- 27.10 Should any meter be out of repair, cease to register, or be removed, the Council shall estimate the consumption following the process set out in clause 12 of the Administration Manual.

RESTRICTED FLOW SUPPLY

- 28.1 Restricted flow supply shall only be available to premises within a designated area or under special conditions set by the Council.
- 28.2 Council may review the serviceability of any restricted flow supply connection and take reasonable action as required to preserve the safety and integrity of the network.
- 28.3 Restricted flow supply shall be measured on the basis of an agreed number of units supplied at a uniform flow rate. The Council reserves the right to require customers receiving a restricted flow supply to have a meter fitted and to charge a prescribed fee.
- 28.4 The Council will charge for a restricted flow supply based on one of the following:
- a) as prescribed in the Local Government (Rating) Act 2002; or
 - b) The volume passing through a meter; or
 - c) The agreed number of water unit.

PART FIVE – ENFORCEMENT

FEES AND CHARGES

- 29.1 The Council may set fees and charges in accordance with section 150 of the LGA 2002 for the matters listed in the schedule to this Bylaw.
- 29.2 All fees and charges payable under this bylaw shall be recoverable as prescribed in sections 57 to 82 of the Local Government (Rating) Act 2002.

OFFENCES AND PENALTIES

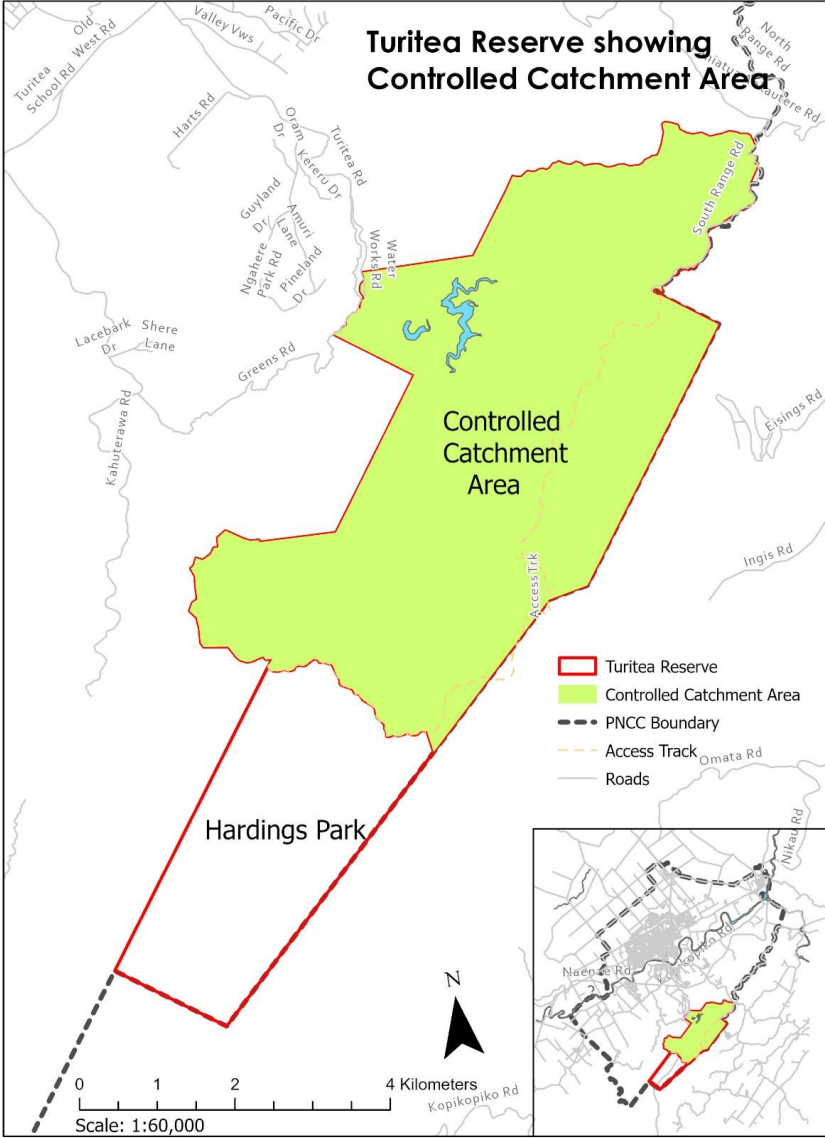
- 30.1 Every person who breaches any provision of this Bylaw or fails to comply with a notice served under this Bylaw commits an offence under section 239 of the LGA 2002 and is liable to a fine as specified in section 242 of the LGA 2002 or the issue of an infringement notice under section 245 of the LGA 2002. Actions that are in breach of this Bylaw include, but are not limited to:
- a. Failure to comply with the conditions of water supply that apply to the premises;
 - b. Failure to comply with the conditions of any permit;
 - c. Providing incorrect information in an application for supply which fundamentally affects the provision of the supply;
 - d. Connecting to the water supply system without prior written approval from the Council;
 - e. Gaining access to and drawing water from a fire hydrant without prior approval from the Council.
- 30.2 The Council may issue infringement notices, in such forms and for such amounts as are authorised in any regulations made under section 259 of the LGA 2002.
- 30.3 The Council may restrict water supply to premises for breach of this Bylaw pursuant to section 193 of the LGA 2002.
- 30.4 The Council may remove or alter works or things constructed in breach of this Bylaw pursuant to section 163 of the LGA 2002.
- 30.5 The Council may recover the costs of remedying any damage arising from breach of this Bylaw pursuant to section 176 of the LGA 2002.
- 30.6 Council may seek an injunction restraining a person from committing a breach of this Bylaw pursuant to section 162 of the LGA 2002.

PART SIX – ADMINISTRATION

DELEGATIONS

- 31.1 The following people are authorised delegates under this Bylaw:
- The Council by resolution;
 - the Chief Executive of the Council
 - the person holding the office identified in Council's Delegations Manual as responsible for the administration of this Bylaw;
 - Any other person authorised to exercise a power under this Bylaw, pursuant to the Council's Delegations Manual or resolution of the Council.
- 31.2 Authorised delegated persons may exercise any power, function or duty under this Bylaw or carry out any act in order to achieve its effective administration on behalf of the Council other than those expressly required to be by Council resolution including, without limitation:
- Amend the water supply areas as shown on maps in the Administration Manual.
 - Specify the conditions that apply to the supply of water to premises by the Council contained in the Administration Manual;
 - Specify forms and procedures for the effective administration of the Bylaw;
 - Make any decision or determination required in this Bylaw in order to administer it;
 - Make any decisions regarding whether a permit should be granted, and the terms and conditions of that permit including standard conditions and variations; and
 - Decisions regarding suspension, withdrawal or removal of a permit.
- 31.3 The Council by resolution may amend the Administration Manual. Before amending the Administration Manual, the Council must consult appropriately with any person that it considers may be affected by the proposed amendments and give those persons a reasonable opportunity to provide feedback on the proposed amendments before they come into effect. The Council must have regard to that feedback before making any final decision on the proposed amendments.
- 31.4 All specifications, conditions or methods for this Bylaw must be in writing and kept in the Administration Manual for this Bylaw called the Water Supply Bylaw Administration Manual and shall be available to the public.
- 31.5 Every exercise of a power delegation under this clause must be reported to Council if not exercised by Council by resolution, provided failure to report does not invalidate the exercise of the delegate's power.

SCHEDULE 1 – TURITEA RESERVE CONTROLLED CATCHMENT AREA



SCHEDULE 2 – FEES AND CHARGES

The following table show what categories of charges the Council can levy under this bylaw.

Table 1 – Administrative Charges	
Category	Description
Connection fee	Payable on application for connection to the water supply.
Compliance monitoring fee	The costs incurred by the Council for inspections and monitoring of water supply requirements
Water supply deposit	A deposit for credit of the customer, payable on application for connection.
Meter reading by appointment	Payable following a customer request for a meter reading in accordance with section 6.14 of the Bylaw.
Meter accuracy testing fee	Payable following a customer request to test a meter for accuracy in accordance with section 11.2 of the Administration Manual.
Water quality testing fee	Payable following a customer request to test the quality of water supplied by the Council in accordance with section 13.1 of the Bylaw.
Consent processing fee	Payable when the costs of processing the consent exceed the water supply application fee.
Disconnection fee	Payable following a customer request for disconnection in accordance with section 25.1 of the Bylaw.
Tanker filling station access	Payable to cover reasonable costs associated with capital costs and administration of the tanker filling station.
Tanker filling station supply fees	Market water charges payable for the tanker filling station.
New meter fee	Actual cost of supply and installation plus 10% administration fee.
New backflow prevention device	Actual cost of supply and installation plus 10% administration fee.
Upgraded backflow prevention device	Actual cost of supply and installation plus 10% administration fee.
Processing and issuing permits	Payable with the application for permit
Monitoring permits fee	Payable by the permit holder on an invoice basis.



PALMERSTON NORTH CITY

PALMERSTON NORTH WATER SUPPLY BYLAW

2023

ADMINISTRATION MANUAL

Table of Contents

PART ONE – INTRODUCTION	3
1. PURPOSE OF ADMINISTRATION MANUAL.....	3
2. APPLICATION	3
3. INTERPRETATION	3
PART TWO – PROTECTION OF WATER SUPPLY	4
4. STANDARD CONDITIONS FOR PERMIT TO USE WATER FILLING STATION	4
5. STANDARD CONDITIONS FOR TURITEA CONTROLLED CATCHMENT AREA ENTRY PERMIT 4	
PART THREE – STANDARD CONDITIONS OF WATER SUPPLY	6
6. APPLICATION FOR SUPPLY	6
7. POINT OF SUPPLY – INDIVIDUAL OWNERSHIP	6
8. POINT OF SUPPLY – MULTIPLE OWNERSHIP	6
9. DEMAND MANAGEMENT	16
10. EXCESSIVE AND WASTEFUL USE	16
11. ACCURACY OF METERS.....	17
12. ESTIMATING CONSUMPTION	18
13. INCORRECT ACCOUNTS	18
14. BACKFLOW PROTECTION	19
APPENDIX ONE – WATER SUPPLY AREAS	20

PART ONE – INTRODUCTION

PURPOSE OF ADMINISTRATION MANUAL

- 1.1 The purpose of this Administration Manual is to support the administration of the Water Supply Bylaw 2023 (the “**Bylaw**”) by bringing together those aspects which may otherwise be included in the Bylaw, but which are of a technical or administrative nature, or operational matters that are more likely to be amended before the Bylaw is reviewed.
- 1.2 The Administration Manual is made under the Bylaw, and it will govern the implementation and operation of the Bylaw. The Administration Manual is a public document and will be made available on the Council’s website alongside the Bylaw.
- 1.3 The Administration Manual will be updated from time to time, as necessary, to ensure that it is kept up to date and reflects current practice.

APPLICATION

- 2.1 This Administration Manual applies to all Palmerston North City Council water supplies.

INTERPRETATION

- 3.1 Terminology used in the Administration Manual takes its meaning from the definitions at section 6 of the Water Supply Bylaw 2023.

PART TWO – PROTECTION OF WATER SUPPLY

STANDARD CONDITIONS FOR PERMIT TO USE WATER FILLING STATION

- 4.1 The permit will outline the location and time periods within.
- 4.2 The permit holder is responsible for providing all the equipment necessary to connect to the water filling station and for meeting obligations of using the filling station.
- 4.3 The permit holder is required to inform the Council of any possible defect or damage to the water filling station that comes to the attention of the permit holder.
- 4.4 The permit holder will be held responsible for the cost of any repairs of damage caused by the incorrect operation of the tanker water filling station. The permit holder will also be held responsible for any third-party damage that occurs whilst they are using the water filling station.
- 4.5 The permit holder may not draw water from the filling station unless all applicable fees are paid.
- 4.6 A false declaration or other action, which results in a significant expense or inconvenience to Council, will result in immediate cancellation of the Permit and may result in prosecution.

STANDARD CONDITIONS FOR TURITEA CONTROLLED CATCHMENT AREA ENTRY PERMIT

- 5.1 Permit holders must carry their entry permit at all times while in the Turitea controlled catchment Area. Every person in the Turitea controlled catchment area must, upon request, produce an entry permit for inspection by the Council or its authorised agents.
- 5.2 Permits are issued for a maximum 12-month period and must be renewed by the expiry date printed on the back of the permit.
- 5.3 The entry permit gives right of access along Water Catchment Access Road from the end of South Range Road. No access is permitted from Turitea or Greens Roads to areas surrounding the water treatment plant and water supply dams.
- 5.4 No person, other than the Forrester or officer or agent of the Council, may commit or cause or permit to be committed, any act which may interfere with or be likely to interfere with the exercise of any rights vested in any other person in the Turitea controlled catchment Area.
- 5.5 Every person must immediately leave the controlled catchment area upon the request of the Forester or officer or agent of the Council. That person remains liable to be

prosecuted for the breach of any of the provisions of this Part of the Administration Manual, and the failure to leave constitutes a further offence.

- 5.6 No person shall obstruct or hinder the Forrester, or officer or agent of Council, in the exercise of any powers vested in that officer under the provisions of this Bylaw and Administration Manual.
- 5.7 No person shall damage assets in the Turitea controlled catchment areas belonging to the Council or any third parties.
- 5.8 Any work carried out in the Turitea controlled catchment area, whether it is permitted or not, must not cause any adverse effects on water quality or spillage of any hazardous materials to the stream or the lakes.
- 5.9 Entry permits to the Turitea Controlled Catchment Area may forbid, regulate or control the following activities:
- a. hunting, trapping, shooting or fishing;
 - b. lighting or maintaining any fire;
 - c. taking any dog or other animal;
 - d. damaging or destroying any trees, shrubs, or other existing cover, or interference with any property;
 - e. carrying of any firearm or weapon of any kind, any trap or any fishing gear which may be used for the hunting or catching of birds, fish or animals; or use of any herbicide, pesticide or toxic substance for any purpose whatsoever.

PART THREE – STANDARD CONDITIONS OF WATER SUPPLY

APPLICATION FOR SUPPLY

- 6.1 The Council will determine the sizes of all pipes, fittings, water meters, valves, backflow prevention devices and any other equipment deemed necessary by the Council, up to the Point of Supply. The Council will supply and install the service pipe up to the point of supply at the customer's cost; or may allow the supply and installation of the service pipe to be carried out by approved contractors at the applicant's cost.
- 6.2 Any new water connection, must be located and installed in accordance with the Council's Engineering Standards for Land Development.
- 6.3 The applicant must have the authority to act on behalf of the owner of the premises for which the supply is sought and must produce written evidence of this if required.
- 6.4 A new application for supply shall be required if a customer wishes to change their type of supply.
- 6.5 Council may review the serviceability of any extraordinary supply connection and take reasonable action as required to preserve the safety and integrity of the network.

POINT OF SUPPLY – INDIVIDUAL OWNERSHIP

- 7.1. For individual customers the point of supply must be located at the street address frontage of the property as shown in Figures 1 to 6 of the Administration Manual, or as close as possible where circumstances make it difficult to locate at the required position. Positions other than those in the Administration Manual will require specific approval from Council.
- 7.2. The typical layout at the point of supply is shown in Figures 7a to 7g of the Administration Manual
- 7.3. A customer who has altered, or seeks to alter, the ground levels in the vicinity of the connection is responsible for the alteration of the existing pipe and cover to ensure the connection complies with the Council's Engineering Standards for Land Development. Such work shall be carried out at the owner's expense.

POINT OF SUPPLY – MULTIPLE OWNERSHIP

- 8.1. The Point of Supply for the different forms of multiple ownership of premises or land shall be as follows:
 - a. For Company Share/Block Scheme (Body Corporate) – as for individual ownership
 - b. For Leasehold/Tenancy in Common Scheme (Cross Lease), Strata Title and Unit Title (Body Corporate) – each owner shall have an individual supply with the point of supply at the street address frontage of the property. In specific cases other arrangements may be acceptable subject to individual approval.

6

- 8.2. For multiple ownership which was in existence prior to the coming into effect of the Bylaw, the point of supply shall be the arrangement existing at that time, or as determined by agreement with the Council for an individual case.

Figure 1. Point of Supply Location for Single Residential Dwellings

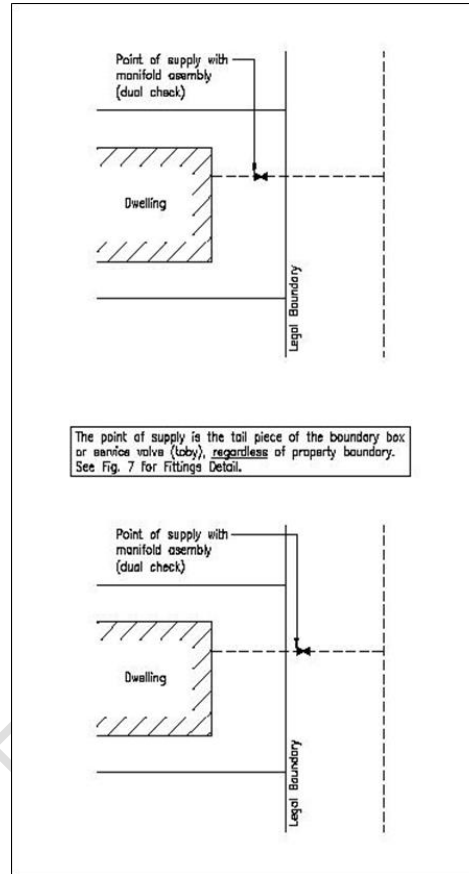


Figure 2. Point of Supply Location for Multiple Residential Dwellings

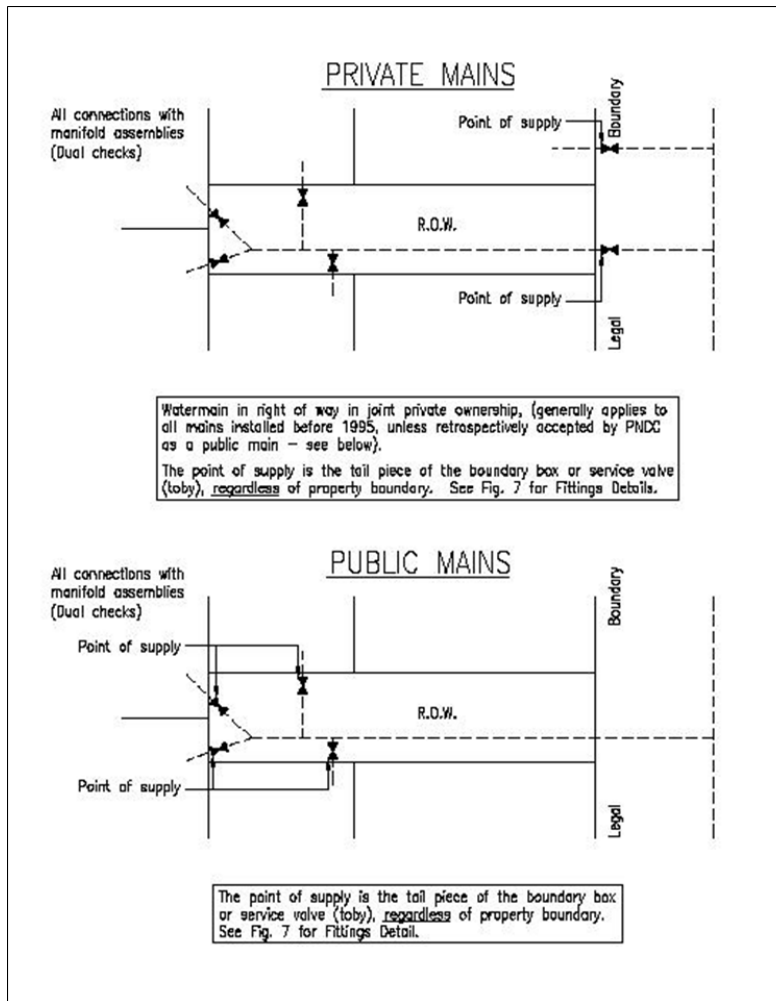


Figure 3. Point of Supply Location for Cross Leases

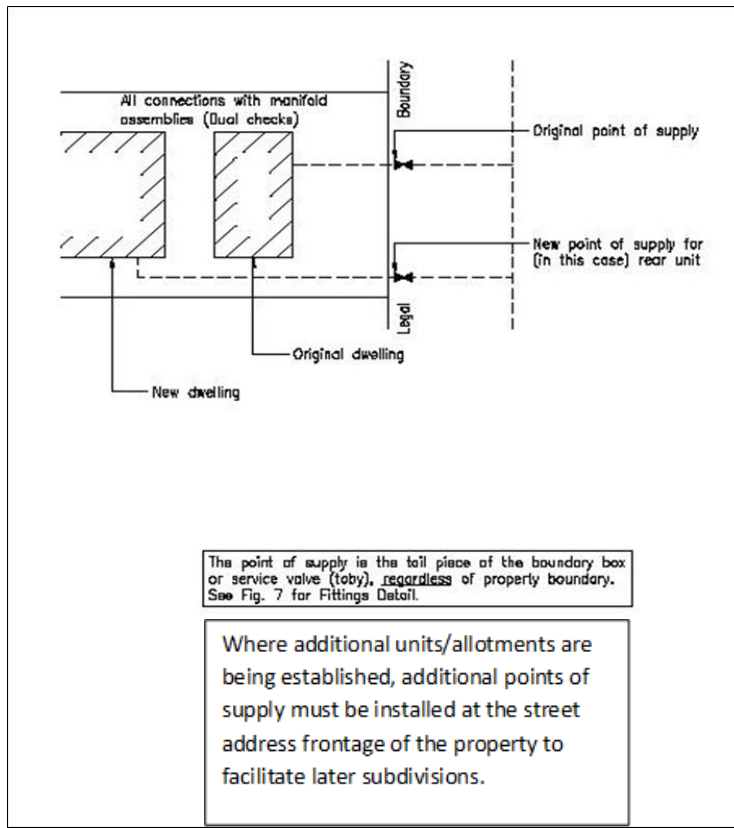


Figure 4. Point of Supply Location for Commercial Connections – Multiple Occupation/Ownership

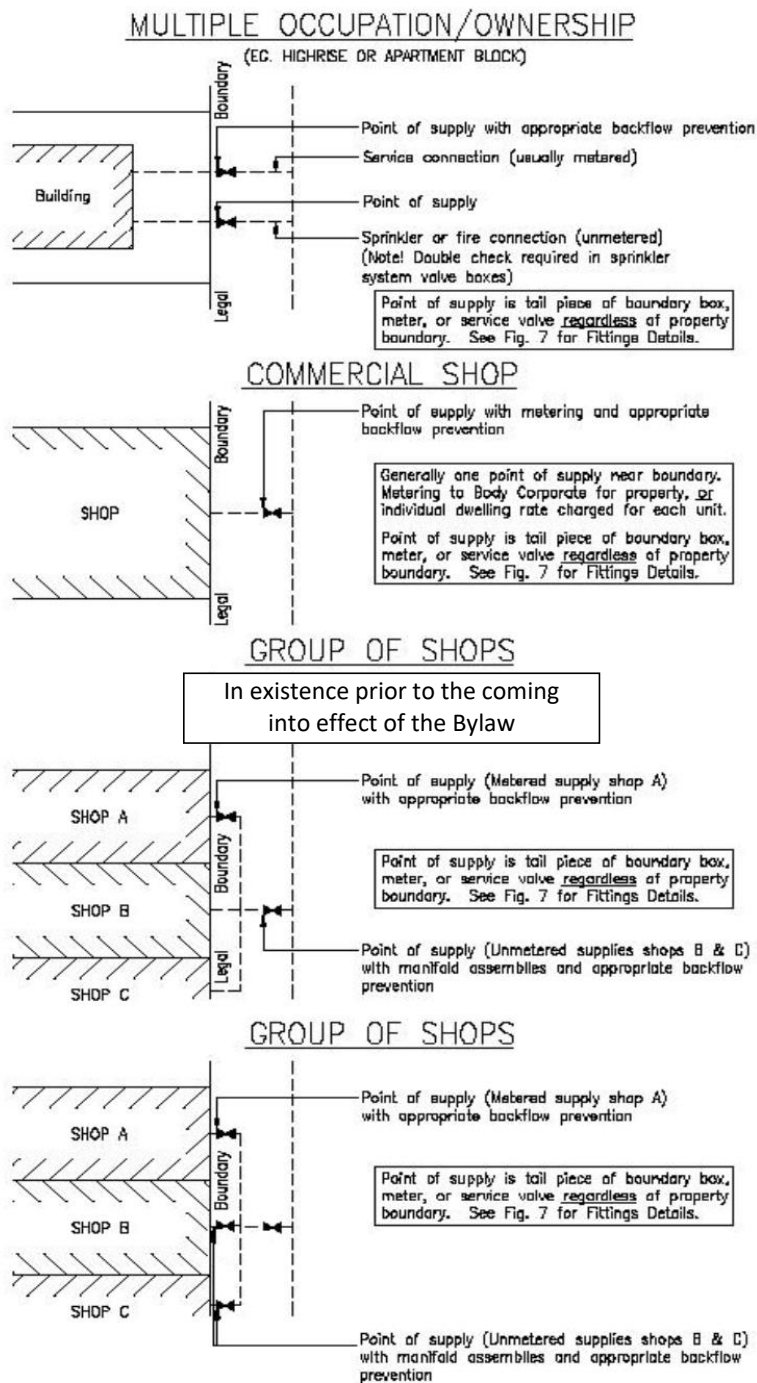


Figure 5. Point of Supply Location for Industrial/Commercial Connection – (includes Schools etc.)

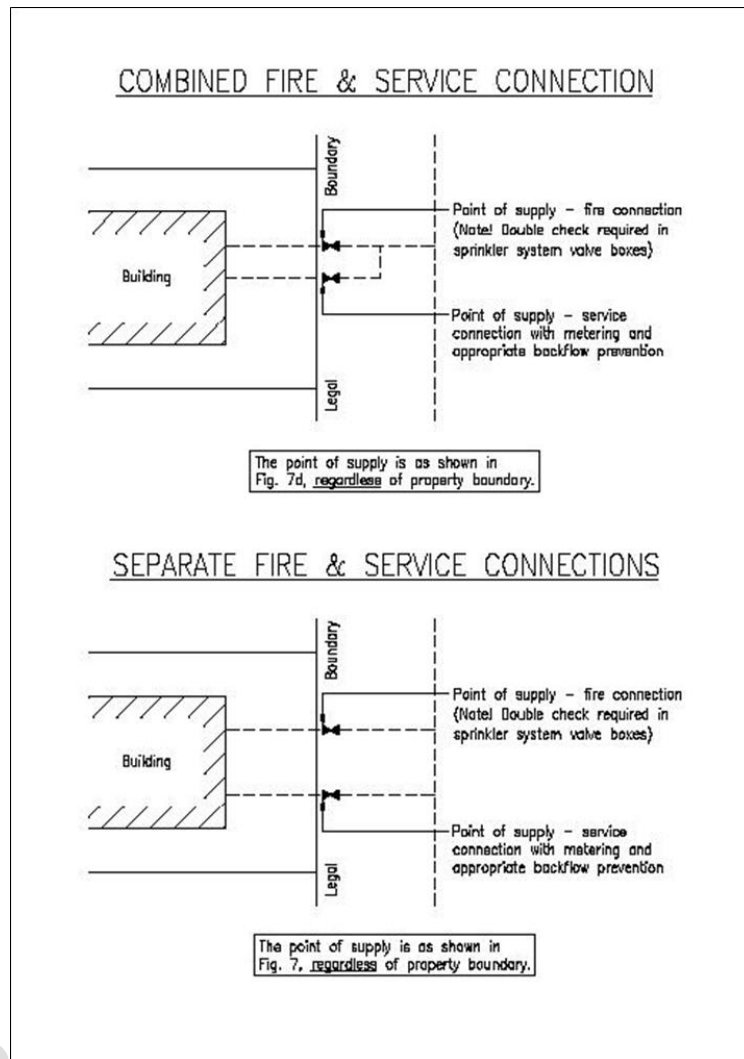


Figure 6. Point of Supply Location for Industrial/Commercial Connection – (includes Schools)

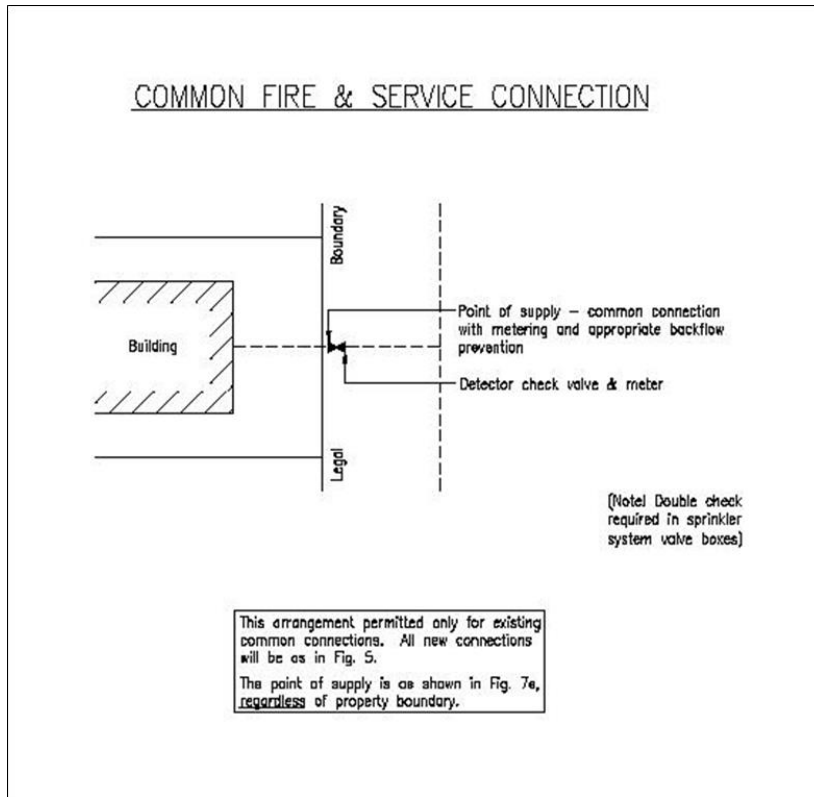


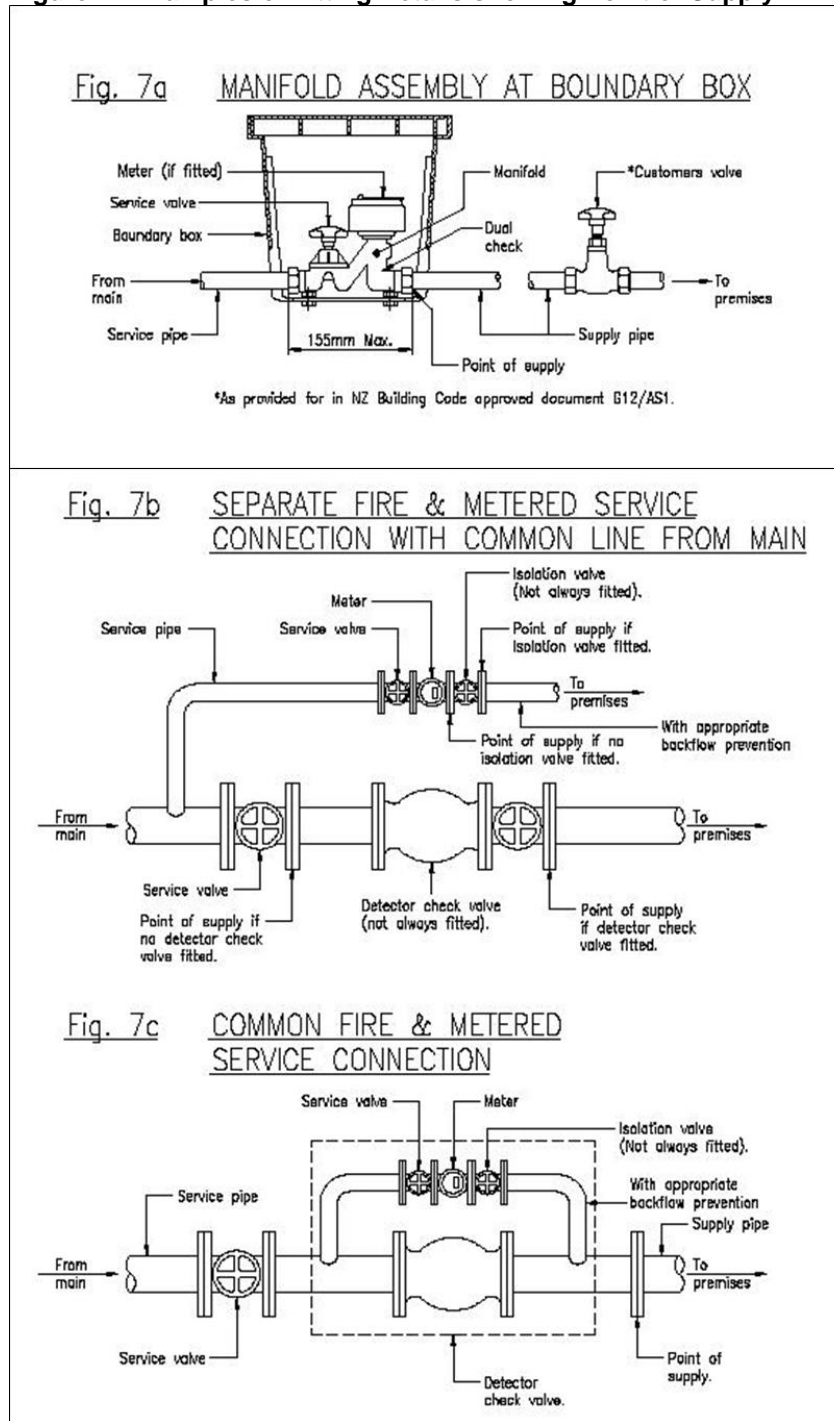
Figure 7. Examples of Fitting Details showing Point of Supply

Fig. 7d METERED SUPPLY WITH REDUCED PRESSURE BACKFLOW PREVENTER

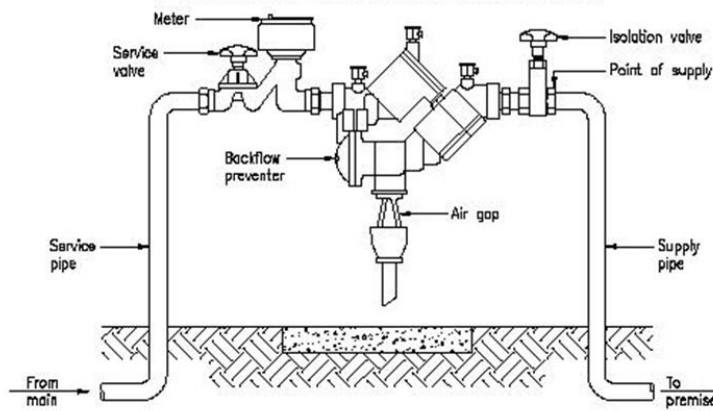
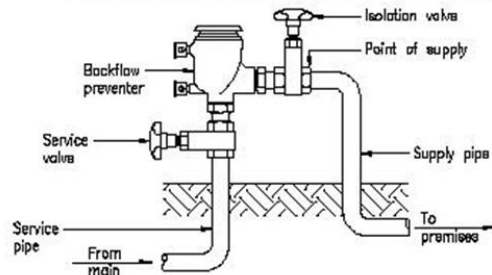
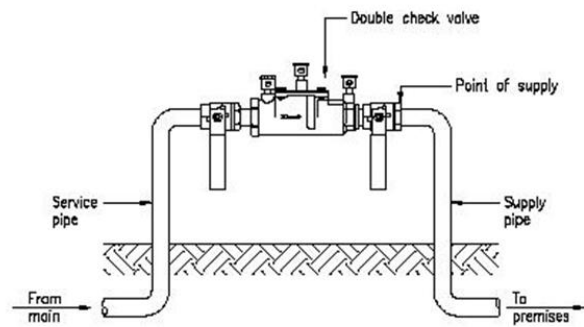


Fig. 7e UNMETERED SUPPLY WITH VACUUM BREAKER BACKFLOW PREVENTER



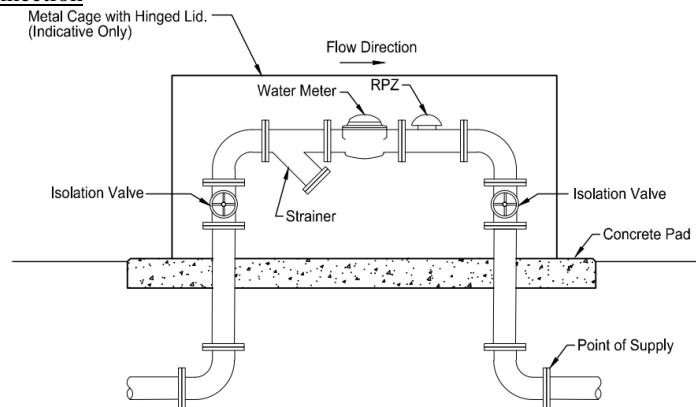
*The building code may require the customer to install additional backflow preventers within the site, which will remain the responsibility of the customer.

Fig. 7f DOUBLE CHECK VALVE



All the above ground facilities exposed in the public domain must be securely caged, locked and approved by the Council.

Fig. 7g Commercial/Industrial Connection



DEMAND MANAGEMENT

- 9.1 There are four water restriction levels that can be set. In general, the Council will start at the lowest level of restriction but may skip to a higher restriction if warranted by the situation.
- 9.2 Restrictions generally apply during the Summer and Autumn seasons, when daylight savings is in effect. The times shown for these restrictions are based on daylight savings time and may be adjusted when daylight savings time ends so that sprinkler use and hosing can be carried out during daylight hours.

Level 0: No restrictions apply.

The Council may encourage water conservation efforts (for example summer water use) through communication channels to avoid the need to impose restrictions.

Level 1: Sprinkler use evenings only, every two days.

Unattended hoses, sprinklers, and garden irrigation systems can only be used between 7.00pm and 9.00pm; for even numbered houses on even dates, and odd numbered houses on odd dates. Handheld hoses can be used at any time. Minimising the use of water is encouraged.

Level 2: Unattended irrigation prohibited. Handheld hoses only, every two days.

Unattended hoses, sprinklers, and garden irrigation systems cannot be used. Handheld hoses for gardens and outdoor household maintenance can only be used between 7.00 pm and 9.00 pm; for even numbered houses on even dates, and odd numbered houses on odd dates. Commercial activities requiring hose use are not restricted but are encouraged to minimise water use or reschedule the work until the restrictions are lifted.

Level 3: Hosing prohibited

Unattended hoses, sprinklers, garden irrigation systems and handheld hoses or watering cans cannot be used. Car washing, household maintenance and outdoor washing by handheld hose are also prohibited. Filling of swimming pools, spa pools and paddling pools is prohibited. Commercial activities requiring water use via hoses may only be carried out with the permission of Council.

EXCESSIVE AND WASTEFUL USE

- 10.1 Water use can be considered excessive if:
 - a. there is evidence of repeated non-compliance with restrictions imposed in the Water Supply Bylaw.
 - b. there is evidence of leakage, or water running to waste, without remedial action by the customer.
 - c. there is evidence that water usage exceeds the amount defined as a reasonable per capita allocation under the Water Conservation Management Plan.
- 10.2 Where Council has reasonable grounds to believe that water use on the customer's premises is excessive, Council will serve the customer with a notice giving them 10 working days to reduce their use below an excessive level.

16

- 10.3 If, after the service of the notice and the specified time period, the Council continues to have reasonable grounds to believe the water use is excessive, Council may install a water meter for the purposes of charging the customer on recorded consumption.
- 10.4 If it is established that the water use at the customer's premises is excessive then the Council may charge the customer for the actual costs of supplying and fitting the meter, including an additional administration fee of up to 10% of the costs.

ACCURACY OF METERS

- 11.1 The accuracy of meters shall be tested as and when required by the Council or as prescribed in the Water Meter Code of Practice (OIML R49), and in accordance with the following process:
- a. Meters shall be tested as prescribed in OIML R 49-2 and the test report shall be made available as prescribed in OIML R 49-3.
 - b. The variation in the error curve shall not exceed 3% for flow rates in the lower zone and 1.5% for flow rates in the upper zone. For the purpose of determining these requirements the mean values of the errors (of indication) at each flow rate, shall apply.
 - c. The curves shall not exceed a maximum error limit of $\pm 6\%$ for flow rates in the lower zones and $\pm 2.5\%$ for flow rates in the upper zones.
 - d. Restrictors shall be tested by measuring the quantity that flows through the restrictor in a period not less than one hour at its expected minimum pressure. A copy of independent certification of the test result will be made available to the customer on request.
 - e. The maximum permissible error for the upper flow rate zone ($Q_2 < Q < Q_4$) is $\pm 2\%$, for temperatures from 0.3°C to 30°C and the maximum permissible error for lower flow rates zone ($Q_1 < Q < Q_2$) is $\pm 5\%$. This accuracy shall be applied to all water meters with $Q_3 < 100\text{m}^3/\text{h}$ and may be applied to water meters with values of $Q_3 > 100\text{m}^3/\text{h}$. The accuracy of flow restrictors shall be within $\pm 10\%$ of their rated capacity.
 - f. Where Q is the flowrate:
 - i. Q_1 is the minimum flowrate;
 - ii. Q_2 is the transitional flowrate;
 - iii. Q_3 is the permanent flowrate; and
 - iv. Q_4 is the overload flowrate as defined in OIML R49- 1 2003.
- 11.2 A customer who disputes the accuracy of a meter or restrictor may apply to the Council for it to be tested provided that it is within three months of the last test. If the test shows non-compliance with the accuracy requirement then the customer will not be charged for the test. If the test shows compliance then the customer shall pay a fee, as set out in Schedule 2 of the bylaw.

- 11.3 Where a meter has been tested and found to register a greater or lesser consumption than the quantity of water that passed through the meter, the Council shall make an adjustment to the water consumption charged. The adjustment will be backdated at the discretion of the Council but not exceeding 12 months. The customer will pay a greater or lesser amount according to the adjustment.

ESTIMATING CONSUMPTION

- 12.1 Where a meter is out of repair, cease to register or is removed the Council will estimate the consumption for the period since the last reading of such meter and the customer will pay according to that estimate. In estimating consumption of the required period Council will take the following factors into account:
- The average of the previous four billing periods charged to the customer;
 - Any variation in consumption due to seasonal or other causes that would make the previous four billing periods an unreasonable estimate of consumption; and
 - Any other relevant evidence for the purpose of arriving at a reasonable estimate of consumption.
- 12.2 The customer shall be liable for the cost of water which passes through the meter regardless of whether this is used or is the result of leakage. If metering indicates a significant increase in consumption to a premises, which is established as being caused by a previously unknown leak, the Council may estimate consumption as provided in section 12.1 of the Administration Manual, providing that the customer repairs the leak with due diligence.
- 12.3 Where the seal or dial of a meter is broken, the Council may declare the reading void and estimate consumption as provided above in section 12.1 of the Administration Manual.

INCORRECT ACCOUNTS

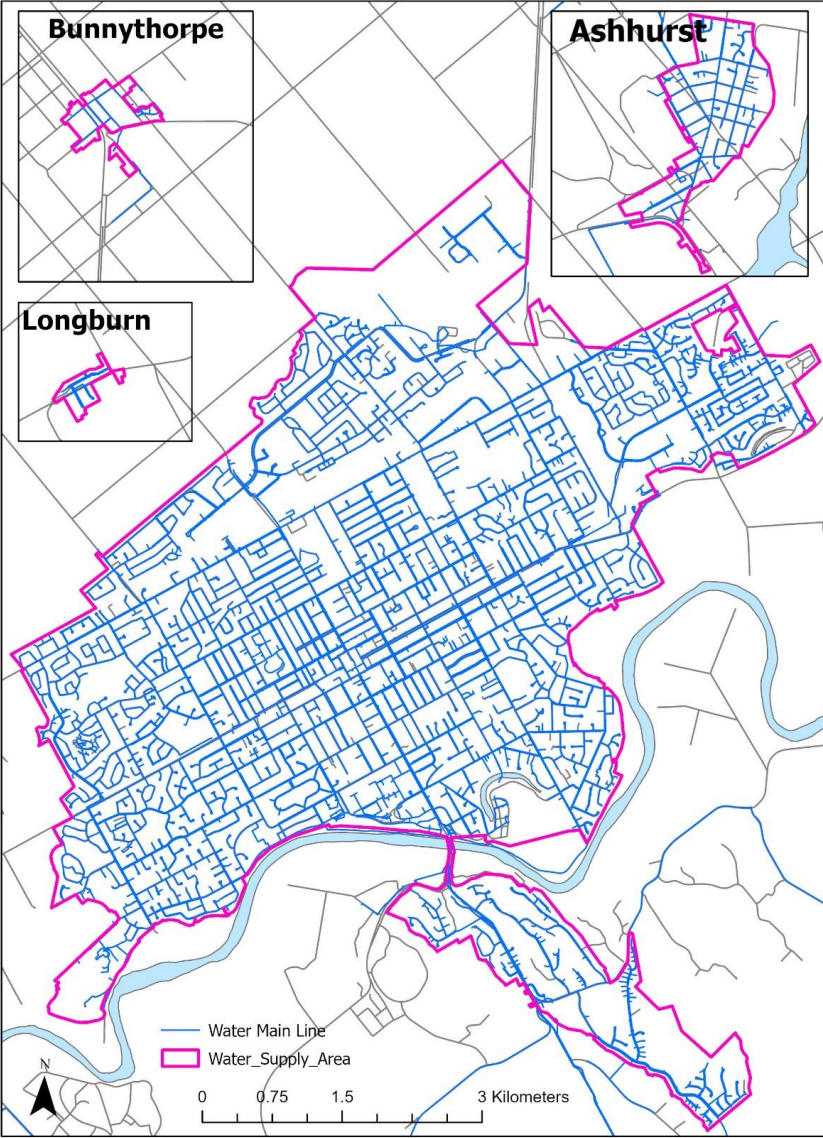
- 13.1 Where a situation occurs, other than as provided for in section 12.2 of the Administration Manual, where the recorded consumption does not accurately represent the actual consumption on a property then the account shall be adjusted using the best information available to the Council. Such errors include, but are not limited to, misreading of the meter, errors in data processing, meters assigned to the wrong account and unauthorised supplies. Where an adjustment is required, in favour of the council or the customer, this shall not be backdated more than 12 months from the date the error was detected.

BACKFLOW PROTECTION

- 14.1. The customer will take all necessary measures on the customer's side of the point of supply to prevent water which has been drawn from the Council's water supply from returning to that supply. This includes:
- a) the use of a backflow prevention device;
 - b) the prohibition of any direct cross-connection between the Council water supply and:
 - i) Any other water supply (potable or non-potable)
 - ii) Any other water source
 - iii) Any storage tank whether fixed or mobile
 - iv) Any other pipe, fixture or equipment containing chemicals, liquids, gases, or other non-potable substances.
- 14.2. Notwithstanding section 14.1 of the Administration Manual, the Council may fit a backflow prevention device on the Council's side of the point of supply where the customer cannot demonstrate that the risk of backflow has been managed or where the Council deems it necessary to protect the network. The Council may charge the customer for the supply and installation of a backflow prevention device and associated protective equipment such as cages.
- 14.3. Council will undertake periodic surveying of existing connections to determine any change of use requiring upgrading of backflow prevention devices.

APPENDIX ONE – WATER SUPPLY AREAS

The following map shows the water supply areas designated by Council.



Palmerston North
Water Supply Area

December 2022
Scale: 1:50,000

MEMORANDUM

TO: Council

MEETING DATE: 5 April 2023

TITLE: Further information on Council land options for an artificial turf (Long Term Plan Programme 1133 - Sportsfields – Artificial Football Pitch)

PRESENTED BY: Ann-Marie Mori, Policy Analyst and Aaron Phillips, Activities Manager - Parks

APPROVED BY: David Murphy, Chief Planning Officer
Bryce Hosking, Acting Chief Infrastructure Officer

RECOMMENDATION TO COUNCIL

1. That the Council receive the memorandum titled 'Further information on Council land options for an artificial turf (Long Term Plan Programme 1133 – Sportsfields – Artificial Football Pitch) presented to Council on 5 April 2023.
-

1. ISSUE

- 1.1 This memo provides further information about Council sites that have been considered through the planning and investigative work on the proposal for an artificial turf as part of a regional 'Home of Football'. The memo provides a high-level assessment of these sites, along with an overview of the financial implications of an artificial turf located on Council land.
- 1.2 The memo is in response to the resolution of the Culture and Sport Committee on 8 March "That the Chief Executive consider an artificial turf on Council land and report back to this Committee". This information has been brought forward to Council to expedite any further consideration of this matter.
- 1.3 The information in this memo should be read in conjunction with the report titled [Artificial Turf Feasibility Study \(Long Term Plan Programme 1906\)](#) presented to the Culture and Sport Committee on 8 March 2023.

2. BACKGROUND

- 2.1 In 2014/15 the Central Football Federation requested Council support for an artificial football turf as part of a 'Football Centre of Excellence'.
- 2.2 Council made provision for an artificial football turf in the 2015/25 Long Term Plan (programme 1133 – Sportsfields – Artificial Football Pitch).

- 2.3 In 2017 Central Football's submission to the 2017/18 Annual Plan raised the 'Home for Football for the Manawatū' concept, indicating a preference for this to be developed at Massey University.
- 2.4 New Zealand Football's National Facilities Strategy 2010-2021 (updated in 2016) sets out aspirations for each of the seven Federations. Creation of a Home of Football was identified as a strategic direction for the Central Football Federation. A 'Home of Football' is a cluster of facilities in one location, including an artificial football turf, to support the training, competition, and player development needs of football in a region.
- 2.5 From 2010 to 2018 several Council and non-Council sites were scoped at various levels of detail to help determine a preferred location for an artificial turf as part of the Home of Football. These are discussed more in section 3 of this memo.
- 2.6 A location selection process for an artificial football turf was undertaken in 2018, however, the decision on a location was deferred by Council and the decision made for there to be more research of the financial implications and demand (and for this work to align with the direction in the Manawatū-Whanganui Regional Sport Facilities Plan).
- 2.7 Council funded a needs assessment and then a feasibility study by specialist sport and recreation consultants Recreation, Sport, Leisure Consultancy (RSLC). This process followed the Regional Sport Facilities Plan's Investment decision-making process endorsed by Council in 2018. The purpose of the RSLC work was to determine the need for an additional artificial surface and to examine the viability.
- 2.8 In 2020 the RSLC Needs Assessment for an additional turf confirmed that there was a need to explore options to address the shortfall in capacity for winter code training. An artificial turf is the most efficient way of increasing training capacity.
- 2.9 The subsequent RSLC feasibility study assessed various sites for an artificial football turf as part of the original Home of Football proposal. The feasibility report supported the initiation of discussions with Massey University with a view to forming a partnership for an artificial turf to support both the original Home of Football proposition and assist with meeting training needs.
- 2.10 The recommendations in the Feasibility Study formed the basis for recommendations to the Culture and Sport Committee on 8 March 2023. However, when this research was presented to the Culture and Sport Committee, the Committee resolved:

[Resolution 8-23](#)

That Council note the feasibility study report found that an artificial football turf is feasible at Massey University, in partnership with Central Football and Massey University, as part of a 'Home for Football' in the Manawatū.

That the Chief Executive consider an artificial turf on Council land and report back to this Committee.

3. COUNCIL SITES CONSIDERED DURING EARLIER PHASES OF THE PROJECT

- 3.1 This section describes and expands on the investigation undertaken to consider the location and viability of an artificial turf (within the context of a Home of Football) at various sites, including Council-owned options.
- 3.2 Consideration was given to various sites and the benefits that partnership arrangements can bring to facility development proposals. Partnership arrangements could create greater day-use of any new facilities along with shared capital, operational and renewal costs. Exploration of partnership options were considered to achieve the external funding component required by Programme 1133.
- 3.3 Seven Council sites were considered in various levels of detail. These were:
 - Ashhurst Domain (assessed in *Artificial Football Field Location Options Preliminary Feasibility and Cost Assessment* to assist with a location decision process in 2018; this site was noted in the recent Feasibility Study but not assessed further with preference given to Central Energy Trust Arena and its strategic position as the City's primary multi-sport hub).
 - Celaeno Park (assessed in the 2022 Feasibility Study in conjunction with Cornerstone Christian School's proposal to locate an artificial turf on the school site with supporting grass fields at Celaeno Park).
 - Central Energy Trust Arena (assessed in *Artificial Football Field Location Options Preliminary Feasibility and Cost Assessment* to assist with a location decision process in 2018; fully assessed in the 2022 Feasibility Study).
 - Coronation Park (early scoping assessment only).
 - Hokowhitu Park (early scoping assessment only).
 - Monrad Park (early scoping assessment only); and
 - Skoglund Park (assessed in the 2022 Feasibility Study alongside Freyberg High School's proposal for an artificial turf located on the school site with the supporting grass fields at Skoglund Park).

4. SUMMARY OF ASSESSMENT OF COUNCIL SITES – SUITABILITY FOR AN ARTIFICIAL TURF

- 4.1 In response to the request by the Committee, further assessment of the sites described above was carried out (informed by the criteria developed for the recent Feasibility Study by RSLC).
- 4.2 Each site was assessed in terms of the availability of grass sportsfield space in addition to a new artificial turf, location and accessibility, topography,

supporting infrastructure (e.g. parking, toilets, floodlights), and current use (including potential displacement of existing users).

- 4.3 The table below shows a 'traffic-light' summary of the Council sites described above with more information on each of the criteria provided in attachment 1:

Venue	Size	Location	Topography	Other infrastructure	Sports Hub Potential	Historic / current use	Adequate space	Proximity to players	Secure site / good visibility	Consenting	Club capture	Fit with Home of Football
Ashhurst Domain												
Celaeno Park												
CET Arena												
Coronation Park												
Hokowhitu Park												
Monrad Park												
Skoglund Park												

Key:

	Does not meet identified criteria
	Partially meets identified criteria
	Fully meets identified criteria

- 4.4 This high-level assessment shows that, while no site fully meets all the criteria, there is potential for an artificial turf to be constructed on Council land. Central Energy Trust Arena meets more of the criteria than the other Council sites.
- 4.5 Most of the sites could support an artificial turf alongside other grass sports fields, however none of the Council sites would fully support Central Football's original proposal for an artificial turf in the context of a 'Home of Football'.

5. OVERVIEW OF FINANCIAL AND OPERATIONAL IMPLICATIONS OF A TURF ON COUNCIL LAND

- 5.1 Financial planning for this proposal relies on some assumptions. The initial 'capital – new' budgets included in the 2015-2025 LTP were based on a new turf being constructed on Council land with a 50% contribution of external funding. Subsequent reports to Council have highlighted the potential for a partnered opportunity and that the funding model could change.
- 5.2 Financial Programme 1133 (in the 2021-2031 LTP) has been treated as a 'placeholder' recognising the need to project any operational impacts of a capital programme while also managing uncertainty about a confirmed location. The current provision in the Draft Annual Budget 2023/24 is:
- Design and consenting costs for a new artificial turf of \$199,000 in 2023/24 (funded through both a 50% Council contribution and other 50% being met by grants and subsidies); and
 - A capital cost of \$2,158,698 for a new turf funded through both a 50% Council contribution and 50% being met by grants and subsidies (i.e. external funding) in 2024/25.
- 5.3 A high-level summary of the financial considerations for Council-owned locations (from the RSLC report Palmerston North City Council Artificial Turf Feasibility Study) included the following:
- The total capital cost for an artificial turf will depend on the existing infrastructure but could range from \$2.2M - \$2.7M.
 - A contribution of 50% of the capital cost would be required from external funders.
 - All operational, maintenance and renewal costs would be the responsibility of Council.
 - Annual estimated operating costs of \$30K per annum would be offset by estimated revenue of \$42K per annum.
 - Council would be responsible for day-to-day management, and would retain the revenue, unless some other arrangement was made with another party (such as Central Football).

6. CONCLUSION


- 6.1 This report provides a summary of the investigation and assessment of Council land in response to the recent Feasibility Study.
- 6.2 The high-level assessment shows that, while no site fully meets all the criteria, there is potential for an artificial turf to be constructed on Council land. Central Energy Trust Arena meets most of the criteria and is the most suitable Council-owned site for an artificial turf.

- 6.3 The update of the Central Energy Trust Arena Masterplan is currently underway. The review will consider previous research and engagement to inform recommendations about the specifications of any new turf.
- 6.4 Most of the assessed sites could support an artificial turf alongside other sports fields, however, none of the Council sites would fully support Central Football's original proposal for an artificial turf in the context of a Home of Football.

7. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual	Yes
Are the decisions significant?	No
If they are significant do, they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 2: A Creative and Exciting City	
The recommendations contribute to the achievement of action/actions in Active Communities	
The action is: Plan and build an artificial football turf	
Contribution to strategic direction and to social, economic, environmental, and cultural well-being	This further assessment on Council land options for an artificial turf has been carried out to inform Council's decision-making processes. Provision of an artificial turf contributes to improving social well-being and Council's goal of being a more active community.

ATTACHMENTS

1. Assessment of Council sites- Suitability for an artificial turf [↓](#) 

ASSESSMENT OF COUNCIL SITES - SUITABILITY FOR AN ARTIFICIAL TURF

Venue	Size	Location	Topography	Other infrastructure	Sports Hub Potential	Historic and current use	Adequate space (for storage, spectator seating)	Proximity to playing population	Secure site / good visibility	Consent requirements	Club capture	Fit with 'Home of Football' concept
Ashhurst Domain	Large enough for a full-sized turf, warm-up area and 3-5 grass turfs (offers a mix of fields for training and competition)	Transport routes CBD proximity Close to educational institutions, medical support and accommodation	Minimise site works	Facilities to support intensive use of a turf: Change rooms Floodlights Carparking Horizontal infrastructure/services	Proximity and accessibility to other sports facilities: Stadia Clubrooms Gymnasia	Agreements in place that may limit development in short/long-term						
	6+ fields Has space to adapt should needs change.	14 km from CBD, Ashhurst Limited accommodation options, no medical support, primary school nearby	Technical assessment in 2018 'above average' suitability Flat	Carparking Changing rooms and Toilets Training lights on one field Changing facilities would need modernising May require additional meeting/administration space	Sports fields part of wider Domain complex but limited other sporting facilities in village	Football Cricket	Yes	Central in terms of the Federation and wider region. 10 – 20 minutes from most of the City-based clubs	Poor	Unlikely to be consenting issues	No Clubs based there	Doesn't meet all of the requirements
Celaeno Park	5 existing fields Tight layout with no space to adapt. May result in loss of 1 field with a turf to associated infrastructure and set backs	5.5 km from CBD, Kelvin Grove	Flat	Carparking 2 x Changing rooms and Toilets May require expansion of the changing facilities May require additional meeting/administration space	None onsite	Football Planned relocation of cricket from Paneiri to Celaeno	Some constraints due to tight field layout	Good	Moderate	Residential properties in close proximity.	No	Doesn't meet all of the requirements
Central Energy Trust Arena	Artificial multi-code turf 2 grass fields 1 small training field 1 x sand based field (Oval)	1.4 km from CBD Accommodation nearby Close to primary and secondary schools	Technical assessment in 2018 'above average' suitability Flat	Parking Changing rooms and Toilets Floodlights	Existing sports hub with extensive indoor court space /stadia	Rugby Football Speedway	Some constraints due to current field layout; lack of storage space noted in recent CETA Master Plan engagement	Excellent	Excellent	Unlikely to be consenting issues	Marist Sports & MRU adjoin site	Would require prioritisation of football use and Central Football to relocate admin offices
Coronation Park	5 fields 3 artificial cricket wickets	3 km from CBD	Flat	Training lights 2 x change rooms Carparking Services close	None	Summer – Cricket wickets and Touch Winter - Rugby and Rugby League	Yes	Good	Moderate	Likely minimal consenting issues – industrial boundaries on 3 sides	No existing clubs	

Venue	Size	Location	Topography	Other infrastructure	Sports Hub Potential	Historic and current use	Adequate space (for storage, spectator seating)	Proximity to playing population	Secure site / good visibility	Consent requirements	Club capture	Fit with 'Home of Football' concept
	Large enough for a full-sized turf, warm-up area and 3-5 grass turfs (offers a mix of fields for training and competition)	Transport routes CBD proximity Close to educational institutions, medical support and accommodation	Minimise site works	Facilities to support intensive use of a turf: Change rooms Floodlights Carparking Horizontal infrastructure/services	Proximity and accessibility to other sports facilities: Stadia Clubrooms Gymnasia	Agreements in place that may limit development in short/long-term						
				May require additional meeting/administration space.		Would require the relocation of other codes						
Hokowhitu Park	3 x football fields 4 x junior fields 1x training area Can only fit artificial, one full sized grass field and warm up/junior space	2.5 km for CBD, Hokowhitu Adjoins primary school	Flat	Changing rooms/toilets Parking Would require a changing facility upgrade. May require additional meeting/administration space	Adjoins primary school and bowling club	Football Cricket - would need to be relocated to alternative venues	Some constraints	Good	Moderate	Residential properties bordering Park	No existing clubs	Cannot meet field number requirements due to size of artificial
Monrad Park	8 x junior football, 10x junior touch	2.5 km from CBD, Highbury No medical or accommodation nearby Adjoins intermediate school	Flat	Parking Some lighting Pavilion Highbury Whanau Centre Would require a changing facility upgrade and the addition of meeting and administration spaces	Adjoins two schools, Highbury Whanau Centre gym & Te Patikitiki branch library	Winter - Junior hub of football Summer - Touch Highbury Whanau Centre	Marrier Pavilion (if retained)	Good	Moderate	Residential properties bordering Park		
Skoglund Park	4 existing grass fields. (2 have hybrid turf inserts in goal mouths)	3.8km to CBD, Roslyn Close to Hospital and some accommodation Adjoins three schools	Flat	Pavilion/changing rooms Car parking May require additional meeting/administration space	Existing hub - adjoins Freyberg High/Freyberg Pool and Vautier and Edwards Pit Parks	Football Junior Triathlon	Constrained field layout		Poor	School/Pit and Industrial boundaries currently if turf sited away from housing	Red Sox Clubrooms / school teams	

- 1.2 This matter is pursuant to Section 111 of the Reserves Act 1977 and as such requires a resolution from Council for the Local Purpose Reserve (Road) to be dedicated as Road.
- 1.3 The recommendation will allow access for the new lots proposed to adjoin this section of Freedom Drive without requiring right of way easements (and potentially other services related easements) across the Local Purpose Reserve (Road). The alternative is not practical nor standard practice, as it would require public consultation under other provisions of the Reserves Act if any such easements were needed to be registered against the title for this reserve land.
- 1.4 The proposed change in reserve status is considered administrative in nature. A resolution records the intended status of the land now that the road has been constructed to Council's standards, and to remove the need for right of way (and potentially other services related) easements.

2. BACKGROUND

- 2.1 In April 2021, during the review of the developer's resource consent for stage 4B of the Freedom Drive Subdivision, Council took measures to ensure that Freedom Drive would connect all the way through from Roberts Line to James Line at the completion of the subdivision. Council therefore required Lot 400 on Deposited Plan 559569 to be vested in the Council as Local Purpose Reserve (Road).
- 2.2 Lot 400 on Deposited Plan 559569 was vested in the Council as Local Purpose Reserve (Road) on 16 February 2022 and Record of Title 985570 was issued.
- 2.3 The reason this land was not vested as Road at that time was because the construction of the road had not commenced (and was not intended to commence until a later stage of the subdivision); it was simply a metal track.
- 2.4 The developer has now constructed the road within Lot 400 to Council's development standards and is seeking acceptance for the completion of the engineering works as part of the title approval process.

3. NEXT STEPS

- 3.1 The Local Purpose Reserve (Road) will be dedicated as road as part of the title approval process with LINZ (Land Information New Zealand).

4. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do, they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No

Does this decision require consultation through the Special Consultative procedure?		No
Is there funding in the current Annual Plan for these actions?		No
Are the recommendations inconsistent with any of Council's policies or plans?		No
The recommendations contribute to Goal 5: A Driven & Enabling Council		
The recommendations contribute to the achievement of action/actions in Governance and Active Citizenship		
The action is: Council decision-makers are given high-quality and timely advice.		
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Dedicating the land as road will enable a good practice outcome for the residents in a new subdivision.	

ATTACHMENTS

Nil

COMMITTEE WORK SCHEDULE

TO: Council

MEETING DATE: 5 April 2023

TITLE: Council Work Schedule

RECOMMENDATION TO COUNCIL

1. That the Council receive its Work Schedule dated April 2023.

COUNCIL WORK SCHEDULE APRIL 2023					
#	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction & Clause number
1.	5 April 2023	Palmerston North Civic and Cultural Precinct Masterplan – Final Report	Chief Planning Officer		1 April 2019 Clause 16.1
2.	5 April 2023	City Transportation Review Scope	Business Assurance Manager	The report will be presented to the Risk & Assurance Committee on 26 April 2023	Infrastructure 17 August 2022 Clause 14.3-22 Council 5 October 2022 Clause 123.2-22
3.	5 April 2023 3 May 2023	Agree Terms of Reference and appoint to Steering Groups: • Civic and Cultural Master Plan • Streets for People and • Nature Calls Adaptive Management	Chief Planning Officer/ Chief Infrastructure Officer		30 November 2022 Clause 168- 22

COUNCIL WORK SCHEDULE APRIL 2023					
#	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction & Clause number
4.	3 May 2023	Appointment of CEDA Director	Assistant Chief Executive	Delayed due to Electoral College availability	Terms of Reference
5.	3 May 2023	Standing Orders - Managing conflicts of interests at meetings	Assistant Chief Executive		15 February 2023 Clause 7-23
6.	3 May 2023	Rating Valuation & District Valuation Roll Services - contract approval	Chief Financial Officer		Terms of Reference
7.	31 May - 1 June 2023	Annual Budget - Deliberations	Chief Financial Officer		Terms of Reference
8.	1 June 2023	Fees and Charges - Confirmation following public consultation	Chief Financial Officer		Terms of Reference
9.	1 June 2023	Remits received from other Territorial Authorities	Assistant Chief Executive		Council 24 June 2020 Clause 67-20
10.	14 June 2023	Annual Budget - Deliberations incorporated into document	Chief Financial Officer		Terms of Reference
11.	28 June 2023	Annual Budget - Adopt Final document	Chief Financial Officer		Terms of Reference
12.	First half of 2023	Options to address the key challenges identified in the 2022 Residents' Survey	Chief Planning Officer		14 December 2022 Clause 197-22.3

COUNCIL WORK SCHEDULE APRIL 2023					
#	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction & Clause number
13.	First half of 2023	Approve list of Code of Conduct Investigators	Assistant Chief Executive		16 November 2022 Clause 153-22
14.	First half of 2023	Approve Remuneration of CEDA Directors	Chief Planning Officer		CEDA Appointment of Directors Policy
15.	4 October 2023	Annual Report 2022/23 - Adopt	Chief Financial Officer		Terms of Reference

ATTACHMENTS

Nil

RECOMMENDATIONS FROM COMMITTEE

TO: Council

MEETING DATE: 5 April 2023

TITLE: Presentation of the Part I Public Strategy & Finance Committee Recommendations from its 22 March 2023 Meeting

Set out below are the recommendations only from the Strategy & Finance Committee meeting Part I Public held on 22 March 2023. The Council may resolve to adopt, amend, receive, note or not adopt any such recommendations. (SO 3.18.1)

4.7-23 53A and 55 Totara Road - Proposal to grant a lease to Manawatū Archery Club Incorporated

Report, presented by Bryce Hosking, Acting Chief Infrastructure Officer.

The **COMMITTEE RECOMMENDS**

1. That Council grant a lease of land at 53A and 55 Totara Road, Palmerston North being Lot 1 DP 40375 and Part Lot 2 DP 2003 to Manawatū Archery Club Incorporated, in accordance with Council's Support and Funding Policy 2022.

6-23 Adderstone Reserve - Decision on proposal to change part to housing

Report, presented by Kathy Dever-Tod, Group Manager - Parks and Logistics and Aaron Phillips, Activities Manager – Parks.

The **COMMITTEE RECOMMENDS**

1. That Council retain Adderstone Reserve in its entirety.
2. That Council note that:
 - a. The Pacific Drive portion of Adderstone Reserve is not required for recreation purposes.
 - b. That the future of the Pacific Drive portion of Adderstone Reserve will be revisited when the community facilities needs for Aokautere are defined.

12-23 Quarterly Performance and Financial Report - Period Ending 31 December 2022

Memorandum, presented by Scott Mancer, Finance Manager, Sue Kelly, Manager - Project Management Office and Andrew Boyle, Head of Community Planning.

The **COMMITTEE RECOMMENDS**

1. That Council approve a new operating programme for \$500k in 2022/23, to be funded 100% through Better-off funding.

13-23 Speed Management Plan - endorsement of scope and draft objectives and policies

Memorandum, presented by Peter Ridge, Senior Policy Analyst, Hamish Featonby, Group Manager – Transport and Development, Chris Lai, Activities Manager – Transport and Charlotte French, GHD.

The **COMMITTEE RECOMMENDS**

1. That Council confirms the scope of the 2024-2027 Speed Management Plan as shown in paragraph 3.4 of the memorandum titled 'Speed Management Plan – endorsement of scope and draft objectives and policies' presented to the Strategy & Finance Committee on 22 March 2023.
2. That Council endorse the draft Objectives and Policies (Attachment 1 of this memorandum), to inform the assessment of speed limits in the 2024-2027 Speed Management Plan.

15-23 Part Waterloo Park - Proposal to exchange land

Report, presented by Kathy Dever-Tod, Group Manager - Parks and Logistics and Aaron Phillips, Activities Manager – Parks.

The **COMMITTEE RECOMMENDS**

1. That Council agree to consult the community, in accordance with Section 15 of the Reserves Act 1977, on the proposal to exchange 1,300m² of Waterloo Park, being part of Part Lot 44 DP 22620 held in title WN8C/884, for new reserve land in the Roxburgh Crescent area if the rezoning of that area is approved.
2. That Council note that the land is Crown derived and such final approval of the exchange is subject to the approval of the Department of Conservation.